SUMMER 2020

International Arrival Plan

Welcoming students travelling from outside of Canada
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A cornerstone of the Queen’s University Comprehensive International Plan has been a commitment to increasing the opportunities for international undergraduate and graduate students to study at Queen’s University. The contributions of international students to the university are multiple: enriching the learning environment for all students, deepening awareness of global issues, expanding the impact of research and innovation through research and capacity-building collaborations, broadening the culture of the university through “international at home” programs, and facilitating valuable collaborations with global university partners. The internationalization of teaching and learning augments employability by developing skills and capacities for students. In addition, for international students who wish to remain in Canada, university study provides a pathway to citizenship, and as permanent residents and later citizens, international students contribute in countless ways to the vitality of Canadian society and the economy, locally, provincially and nationally.

In order to facilitate the continuation of these beneficial opportunities, Queen’s University has developed the following plan for the arrival of international and/or internationally-arriving students in consultation with local public health authorities and in keeping with the following guidelines: Public Health Institutional Readiness Requirements for International Students (and Attestation Document), Government of Canada’s Guidance for post-secondary institutions during the COVID-19 pandemic and the Immigration, Refugees and Citizenship Canada’s Guidelines for Institutions on Arrival of International Students. The plan encompasses communication of pre-arrival requirements for students, travel authorization, 14-day quarantine requirements, health checks and post-quarantine requirements.

All incoming first-year international students have been individually contacted to determine their plans for arrival in Kingston for the Fall Term. All other international students have been surveyed to determine their current plans. Approximately 100 international students who are internationally-arriving plan to arrive in Kingston (this figure is subject to change).

The health and safety of students, staff, and faculty is the top priority for Queen’s as we plan for the Fall and Winter semesters. Queen’s recognizes the responsibility to ensure arriving international and/or internationally-arriving students have the information and support necessary throughout their travel, quarantine period, and integration throughout the academic year. Queen’s will abide by all applicable local, provincial, and federal public health guidance, and will continue to work with local health authorities to mitigate potential transmission of COVID-19.
Overall Requirements

Queen’s University’s plan for international and/or internationally-arriving students follows the requirements of local health guidelines and the Government of Canada’s guidance for post-secondary institutions during the COVID-19 pandemic.

Queen’s has worked with local public health to assess and ensure our readiness to accept quarantining international and/or internationally-arriving students and co-arriving immediate family members, including ensuring that health systems, including local public health authorities, have the capacity for COVID-19 outbreak response should this occur at Queen’s University.

Queen’s has an emergency management protocol and crisis communications system in place at all times, including contact to local public health authorities, as well as municipal, police and health officials. Queen’s will work in concert with local public health authorities to proactively communicate COVID-19 precautions (physical distancing, hygiene measures, and mandatory masking), as well as to notify members of the community in the event of an outbreak of COVID-19 impacting campus facilities. Any public communications will be guided by public health best practices, as well as Queen’s responsibilities under applicable privacy legislation. There are effective lines of communication between the university and public health should problems of compliance with quarantining requirements or any cases of SARS-CoV-2 infection emerge during the 14-day mandatory quarantine period.

Public communications protocols have been established for COVID-19 outbreaks that may impact or implicate international students or their immediate family members.

The Return to Campus plan that appears at the end of this document outlines the restart plans for Queen’s University that have been developed in consultation with local authorities and in compliance with requirements. Queen’s University will continue to abide with provincial and local public health authorities and their mechanisms to approve restart plans and require adherence to all of the institutional requirements.

Queen’s University is committed to upholding the required institutional requirements for as long as the university appears on the province list.
Pre-Arrival Requirements

Communicating all requirements to students before departure from international locations

Queen’s University has been communicating and will continue to communicate with all international and/or internationally arriving students and their co-arriving immediate family before departure about the requirements of the Government of Canada Emergency Order under the Quarantine Act. Clear, consistent and repeated pre-departure communications about health and travel requirements will be delivered, emphasizing both the requirements and the penalties for failing to comply. Emails, webinars, 1:1 virtual drop in sessions and websites are the primary vehicles for communicating the requirements.

Emails have been sent to all students and telephone calls have been made to first-year students, while new webpages have been published with advice for internationally-arriving students. In addition, multiple webinars have been held for both new and returning internationally-arriving students. Virtual advising sessions with Queen’s University International Centre staff enable students who are abroad to participate in 1:1 consultation. All international students have been surveyed about their plans to ensure that further communications can be prioritized.

Students are being encouraged to download the Government of Canada’s ArriveCAN app before arrival at the port of entry and to complete the information required, to ensure that all requirements are in place before arrival.

Health checks before and during travel: Students are informed that any student and co-arriving immediate family members who are at high risk for severe illness should consult with their healthcare provider as to whether it is safe for them to travel to Canada. In addition, students and co-arriving family members with COVID-19 symptoms will not be allowed to board their flight to Canada and will not be able to enter Canada. This also applies if they have been identified as being exposed, have tested positive, are awaiting test results or have otherwise been instructed by their local public health authority to quarantine/isolate.
Students are informed that all travellers entering Canada, including internationally-arriving students and co-arriving immediate family, are required to wear a non-medical mask or face covering during travel, including to their place of quarantine. We clarify that failure to meet these requirements may result with a refusal of entry.

**Pre-departure Checklist**

Students will be asked to self-monitor and self-assess prior to departure and once they arrive in Canada. If students experience symptoms prior to departure, they will be asked to self-isolate, and postpone their travel plans. The following information is provided in the pre-departure check list:

**Self-monitor**

If you are a low-risk contact of someone who tests positive for COVID-19 or if you are aware that you are a low-risk contact of someone who is symptomatic and is awaiting test results, you will be required to self-monitor for 14 days after exposure. Self-monitoring includes making efforts to minimize contact with others, and monitor yourself for symptoms including fever, difficulty breathing, loss of smell or taste and others as outlined here. If symptoms develop, you must seek medical attention immediately, get tested and would be required to enter self-isolation.

**Positive screening**

The Ontario Ministry of Health has created a screening tool to use while self-monitoring. The screening tool will recommend next steps for you to take based on your self-described symptoms. Follow the instructions provided by the screening tool. A positive screening will likely result in the need for testing and self-isolation.

The contact form which international students are asked to complete if they intend to travel to Canada has a question that asks students if they or co-arriving family members have disabilities or other health conditions that require accommodation. An affirmative answer will prompt a series of specific supports for the student or co-arriving family members, covered in follow-up sessions with Queen’s University International Center staff.

Accommodation for disabilities or other health conditions also feature as an item in the 1:1 advising sessions that are offered by the Queen’s University International Center, in case the student did not indicate this need on the initial contact form. Specific language about support for students and co-arriving family members with disabilities or other health conditions have also been added to the Queen’s University International Arrivals page.
**Mandatory Quarantine Plan**

Students are informed that they and their co-arriving immediate family must have a detailed quarantine plan for 14 days from the point of arrival in place, in accordance with the requirements set out in the *Emergency Order Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation)*. Under the Government of Canada’s *Quarantine Act* and in accordance with local Kingston, Frontenac, Lennox and Addington (KFL&A) public health guidance, internationally-arriving students will be required to quarantine away from vulnerable populations and must not stay in a communal or group setting. They must also ensure they have access to the necessities of life. We clarify that failure to meet these requirements for a quarantine plan prior to departure may result with a refusal of entry, fines or possibly imprisonment. See below for more details about quarantine planning.

**Travel Authorization**

Students are being encouraged to download the Government of Canada’s *ArriveCAN* app before arrival at the port of entry and to complete the information required, to ensure that all requirements are in place before arrival.

International students will be reminded that a study permit, temporary resident visa (TRV) or an eTA alone are not a travel authorization and that IRCC will communicate to international students once travel authorization has been granted. They are also reminded that this authorization may be cancelled if the circumstances in their destined institution or province change. We clarify that failure to meet these requirements may result in a refusal of entry.

To support Canada Border Services Agency (CBSA) in identifying non-discretionary (essential) reasons to travel to Canada, Queen’s University will provide a letter of support for currently eligible students for presentation to CBSA where necessary. The letters will include student information, details on the student’s program, and the University’s commitment. All international and/or internationally-arriving students identified will be advised to present this letter of support to CBSA officers at the port of entry.
Transportation from the Port of Entry

Queen’s will continue to communicate to students that direct, uninterrupted travel must be arranged from the port of entry to Canada to their quarantine space (either Residence or another pre-arranged location); this may include rental car, personal vehicle, or taxi/limousine service or chartered coach. Public transportation is not deemed an appropriate means of travel by CBSA to the place of quarantine. Students are required to meet the cost of transportation from the airport to the place of quarantine, unless travelling by chartered McCoy Bus Service.

For onward travel from the airport of arrival to Kingston, the preferred option is for students to arrange for pick-up from either airport by friends, family or private transport. Public transportation is not deemed an appropriate means of travel.

Alternatively, for students arriving at Pearson Airport in Toronto who are not able to travel by personal vehicle or rental car or taxi, Queen’s will provide chartered coach airport transfers, using McCoy Bus Service.
Chartered Coach Transfer Regulations

McCoy Bus Service are able to provide a service that is compliant with Government of Canada recommendations (See Appendix A and B). Costs will be covered by Queen’s University. Coaches will be available to welcome students as they leave the airport, providing a safe air-conditioned/heated and comfortable space with on-board washrooms to enable incoming travellers to be compliant with Mandatory Isolation Order No. 3 (incoming travellers must go directly to their place of quarantine without delay and stay there for 14 days from the date they arrived in Canada.) Queen’s will provide to McCoy Bus Services sanitizer, sanitizing cleaning supplies and extra masks available on the bus, in addition to food and drink since stops at OnRoute are not permissible. The coaches will deliver students without stopping to their place of quarantine in Kingston, Ontario. McCoy Bus Service have advised that the following provisions will be in place:

- Buses are thoroughly cleaned inside and out and the interior wiped-down. Then the interior is sprayed using an Electrostatic Disinfection device (sometimes called ‘fogging’). This helps to ensure that all areas of the bus are sanitized. Your driver will also wipe-down primary ‘touch-points’ periodically throughout your trip.
- Passengers will be asked to LOAD and UNLOAD while maintaining the 2-metre (6-foot) social distancing protocols. Groups should be encouraged to LOAD and UNLOAD in a Back-to-Front and Front-to-Back Fashion. Passengers are required to come equipped with either a face covering, medical or non-medical grade mask, and be prepared to wear it at all times while on the bus. Passengers should consider bringing with them a personal supply of hand sanitizer; sanitizer and sanitizing cleaning supplies will also be available on the bus.
- Carry-on items will be limited to one small item such as a purse or small bag so as to avoid using the over-head parcel racks (if equipped) in order to help minimize touch points.
- A manifest will be required, including the first and last name of each passenger, their contact telephone number, and email address (if available). This information will be used for contact tracing should the need arise.
- Passenger coaches will run at minimum at a 50% capacity to ensure social distancing: a maximum of 27 students in a 56 passenger coach; a maximum of 16 passengers in a 33 passenger capacity coach and a maximum of 12 students in a 24 passenger capacity coach. Two metres social distancing is required at all times.
**Accommodation at the Port of Entry**

If students are unable to immediately begin their onward journey to Kingston upon arrival in Canada, or if they are required to quarantine in place at their port of arrival, the following hotel providers have created accommodation packages to meet the needs of Queen’s students. Students will be required to meet the cost of these accommodation packages.

**Arrival at Toronto Pearson International Airport**

- **Holiday Inn Toronto Airport East**
  - Students are advised to email p.sambasivan@yyzae.com and cc. w.fawal@yyzae.com; s.patti@yyzae.com; GSM@yyzae.com; and to guestservices@yyzae.com with the following details:
    - full name
    - student ID number (if applicable)
    - flight details
    - quote code QUEENS-600
  - Discounted rate of $139 per night includes meal package for take-out from on-site restaurant.
  - See Appendix C.

**Arrival at Montréal–Trudeau International Airport**

- **Holiday Inn Express & Suites Montreal Airport**
  - Holiday Inn Express & Suites Montreal Airport will block book up to 20 rooms for arriving students of Queen’s University up to five days prior to arrival. After that date students should book with the hotel directly.
  - The block booking will be at a discount rate of $125+tax per night. Rooms will include a kitchenette and breakfast package.
  - See Appendix D.
Queen’s University has developed and implemented quarantine arrangements for students and co-arriving immediate family members from international locations to support the requirement for mandatory 14-day quarantine. Students have been informed about the requirement for all persons entering Canada—whether by air, sea or land—to quarantine for 14 days even if they are asymptomatic in order to limit the introduction and spread of COVID-19 and that the 14-day period begins on the day the person enters Canada.

In compliance with local public health requirements under the Government of Canada’s Quarantine Act, students arriving from international locations to Canada must have a detailed quarantine plan for 14 days from the point of arrival, and are required to quarantine for 14 days and to monitor for symptoms of COVID-19. Students will be instructed that while they are in quarantine, they must self-isolate for 14 days. KFL&A Public Health defines this as "not leaving home at all or having any visitors except as permitted by KFL&A Public Health (e.g., where a health care worker is visiting the home). People in self-isolation should arrange to have groceries and other necessities delivered to them."

Students arriving from international locations will be asked to complete a quarantine contact form with the university before arrival that provides the opportunity for mandatory virtual check-ins by Queen’s staff or other forms of support.

Students are also informed of the penalties that may be levied and the spot checks that will be carried out. We clarify that failure to meet these requirements may result with a refusal of entry, fines or possibly imprisonment.

All students will be provided with access to an advisor prior to arrival to assist with developing their quarantine plans to ensure that the plan meets the requirements of the Government of Canada, and the requirements of local and provincial public health authorities.
Testing for COVID-19

Queen’s will meet the new provincial testing requirement at day 14. International students and co-arriving family members will be encouraged to complete testing between Days 10-14. This flexible testing window will help spread testing requirements over a larger time frame and help mitigate the risk of over-stretching testing capacity.

Supplementary mandatory 1:1 check-ins by Queen’s staff on Days 1, 5 and 10 will ensure thorough communication of the testing requirement, assist students in making the testing appointment at the onsite testing center and follow up to check that the test has been conducted with a negative result before the student and co-arriving family members end their quarantine period. Students will be counselled that they must remain in quarantine until a negative test result is received, even if this means prolonging the quarantine period past Day 14.

Students quarantining outside of Kingston will be provided with the location of local testing centres prior to arrival. Students who quarantine in other locations will be directed to follow local public health requirements for this required testing and to provide (using a secure platform) proof of a negative test.

To ensure that KHSC testing facility does not become overwhelmed in meeting testing requirements for students and co-arriving family members and to facilitate additional access to testing, a KHSC on-campus testing facility opened on campus at Queen’s University on Monday, September 14 operating daily in the evenings. The site is available only to students and co-arriving family members who fail the screening, including all those arriving from international destinations. Those students who pass the screening protocol will continue to access the primary testing center located at the Leon’s Center. Continual communication with the on-campus testing center about anticipated numbers of arriving international students will also facilitate effective testing management. To manage demand, appointments are required for testing at the on-campus location. Mandatory check-in on students in quarantine will provide guidance on making a testing appointment. By requiring students to be tested between Days 10-14, a flexible testing window will also enable a broader distribution of the testing requirement and thereby contribute to the management of surges in demand.
Quarantine in Queen’s Residence: Students who have been allocated a residence room for 2020-21 will be expected to complete the quarantine period in residence, if they have not made arrangements to complete the required quarantine period elsewhere within Canada. Where possible, students will move into their allocated residence space. If this is not possible, students will be assigned a temporary quarantine space for the 14-day period, and will then move to their allocated space.

Some quarantine rooms in Queen’s Residence are also available for students who will not be living in residence in 2020-21 but who are arriving from international locations and require a place to quarantine. These rooms are supplied at a modest cost and modestly-priced meals are also available that conform with self-isolation requirements.

Protocol for quarantine in residence are included in the Queen’s Quarantine Protocol for Students Arriving to Residence - International Travel. Block reservations with local hotels have been arranged to provide quarantine accommodation with meals provided at a discounted price.

Quarantine in Local Hotels: In response to the COVID-19 pandemic, hotels across Kingston have created accommodation packages to meet the needs of Queen’s students. Each provider offers a different package, so interested students are encouraged to investigate all the options available.

- Delta Kingston
  - Email for best available rate for students.

- Four Points by Sheraton Kingston
  - Contact the hotel for special rates based on length of stay. This option is open to Queens Students/Faculty who may require accommodation during the 20/21 school year.

- Residence Inn by Marriott Kingston Water’s Edge
  - Book your corporate rate for Queen's University.

- Thrift Lodge Kingston
  - Call Thrift Lodge directly for their best available rate.
  - Toll Free: 1-800-706-0698 or Tel: (613) 546-4411.

Quarantine in Private Accommodation: Students who choose to live in their own accommodations, and do not opt to quarantine in Residence or with the assistance of the University, will be notified that they are required to present a plan for 14-day quarantine at a location that meets the requirements of the Government of Canada at the time and point of entry.

Irrespective of the location of students' quarantine location, students will be advised to follow additional engineering controls to help mitigate risk at the hotel room or other place of quarantine, such as opening windows to increase air ventilation.
Quarantine Supports

All students in quarantine will receive an initial mandatory virtual check-in, followed by daily email or phone check-ins from International volunteers and/or Queen's staff members.

- Regularly updated website produced by the Queen's University International Centre with preparation and transitional support information
- Check-ins to include questions about physical and mental well-being.
- Students living in Queen's Residence will receive virtual check-ins daily by Residence staff.
- Students living in their own accommodations will be provided resources for local delivery of groceries, banking, pharmacy needs, etc.
- Students will have access to virtual social connection and engagement opportunities, working in partnership with the Division of Student Affairs and other teams including access to wellness supports and targeted orientation and transition programming.

Students are also informed of the penalties that may be levied and that spot checks will be carried out by KFL&A Public Health.

Students will be advised to monitor their health while in quarantine. The ArriveCAN app will be promoted as a recommended tool not only for pre-departure preparations but also for daily symptom reporting. The daily check-ins will encourage students to use the ArriveCAN to report on symptoms within 48 hours of arrival in Canada. Multiple online resources related to COVID-19 infection control and monitoring of symptoms, including information pages and public health videos, will also be shared with quarantined students.

If symptoms worsen, they should contact their healthcare provider or Telehealth for guidance. Students may call 613-533-2506 in advance for in-person medical or crisis counselling appointments. If immediate medical attention is required, they should call 911.

The university undertakes to mitigate the social barriers to comply with individual infection control practices by providing extensive individualized support throughout the 14 day period and beyond, including assistance in accessing necessary supplies, financial assistance, 1:1 consultations with Student Wellness to support mental well-being, and access to online academic resources. Students may call Queen's Student Wellness Services at 613-533-2506.
Case and Outbreak Management Protocols

A Queen’s University Incident Command Structure has been developed to manage possible or confirmed cases of COVID-19 within the university community and to respond to other urgent scenarios related to COVID-19. The Incident Command Team Executive (ICTE) meets three times a week to review information on the status of any possible or known cases of COVID-19, and to discuss any required changes to campus operations and communications. David Walker, Special Advisor to the Principal on COVID-19, is also part of these regular meetings. The Incident Command Team works closely with KFL&A public health officials, and the health and safety of the Queen’s community are the primary factors in all decision making.

Activation of the Incident Command Team

The Provost serves as the University Incident Commander. In the case of a suspected or known COVID-19 case, the Provost will make the decision to activate the Incident Command Team, which will operate in accordance with the Emergency Management Plan (EMP). As required, the portfolio lead will be included in the Incident Command Team depending on the nature of the incident. All decisions regarding changes to campus operations in response to COVID-19 incidents will be determined by the Provost and Vice-Principal (Academic), in consultation with members of the Incident Command Team, the portfolio lead, and local public health officials.

In preparation for the fall term, the Incident Command Team has completed several scenario planning exercises with local public health officials to ensure the university can swiftly respond to any incidences of COVID-19 within the Queen’s community. Gaps identified during these scenario exercises are being addressed. Of significance is clarity and swiftness of communications.

Communications

All communications must be approved by the University Incident Commander, the Provost, in consultation with those in the Incident Command Team. It is important to note that given the communal living arrangements in Residences, the protocols, as endorsed by local public health officials, are different than those for other members of the Queen’s community. Students are aware that public health will immediately inform Queen’s (Dan Langham, Director Environmental Health and Safety) if there is a confirmed case involving students or staff in Residence.
For all other members of the Queen’s community, public health will only notify Dan Langham if they have the community member’s (faculty/staff/student) permission or if it is essential that the university be contacted for purposes of contact tracing. All guidelines make it clear that anyone who becomes aware of a confirmed case on campus should immediately inform Dan Langham (613-533-6000 x74980; dan.langham@queensu.ca) or call the Queen’s Emergency Report Centre (613-533-6111). Dan will contact public health for confirmation and will also alert the Incident Command Team. There are legal restrictions to sharing personal health information under the Personal Health Information Privacy Act (PHIPA). If a member of the Queen’s community is notified of a confirmed or potential positive case, including a notice from someone who is self-reporting, any identifying personal information must be removed in emails – including the email address, name, signature block, and any other identifying information about the original sender. Local public health officials will contact any persons impacted by a confirmed positive case as part of their contact tracing protocol. Those contacted will need to follow the directions of public health. Only individuals contacted by public health need respond to suspected or confirmed COVID-19 cases—the exception is residences where there is an established protocol for isolating suspected cases.

As we start the fall term, it is likely that the Incident Command Team will be initiated for all suspected cases on campus. If the suspected case is in a specific unit, the Dean or other portfolio lead will be included in the Incident Command Team. Within an hour of the Incident Command Team meeting, as appropriate, an email will be sent to SLT and Deans with an update on the situation—in most cases this will not be an email for distribution. The assumption is that, over time, the occurrence of suspected cases will become normalized and no notification of suspected cases will be required.

Once more detailed information is available for a confirmed case, the Incident Command Team will determine the appropriate communications in consultation with public health. If there is an impacted location/unit on campus, the relevant Dean/portfolio lead will be included in the Incident Command Team. To limit the spread of unconfirmed or incomplete information, and to protect personal health information, units across campus should refrain from sending communications about cases of COVID-19.

If it is determined that Queen’s should issue a statement publicly, the statement will be posted on the COVID-19 website and pushed out on central social channels, or, in the instance of media inquiries, provided directly to media outlet. Depending on situation, it may be an institutional response or attributed to a spokesperson (generally the former). All subsequent communications will continue to be placed on the COVID website and updated as required/determined by COVID Incident Command Team.
Post-Quarantine Supports

Students will have access to virtual social opportunities, facilitated by the Division of Student Affairs and other teams. Other virtual engagement opportunities will include offering access to wellness supports and targeted orientation and transition programming.

All orientation and residence student leaders receive training in Equity, Diversity, Inclusion, and Indigeneity each year. This year there is a particular focus on online safety, harassment and bullying, including how to make appropriate referrals if students disclose an experience.

Additionally, all students have the opportunity to take part in online modules related to Equity, Diversity, Inclusion, and Indigeneity. These sessions discuss supports, services available as well as reporting options for incidents.

Queen’s has several mechanisms for dealing with discrimination, harassment and bias including a Human Rights and Equity Office and a Student Code of Conduct. Students are made aware of these services through orientation activities and welcome back programs annually.
Continually updated information for students related to COVID-19 is located on the Queen’s COVID-19 website: queensu.ca/covidinfo/students.

Student Wellness Services (SWS) works to provide a welcoming, confidential, and integrated service that is responsive to student health, wellness, and accessibility needs. SWS recognizes the impact of racism and discrimination on health and are actively working to help create a safe & inclusive environment at Queen’s.

SWS offers specific supports for Black, Indigenous and other equity seeking students through two full time cross-cultural counselors, and counsellors who specialize in the areas of race, gender, sexual violence and LBGTQ+ experiences. Counsellors offer 1:1 and group support and work closely with campus partners to address issues faced by International students specifically. To set up an appointment, students are invited to email their requests to counselling.services@queensu.ca

Students will receive a detailed instruction package with guidance to follow Government of Canada and KFL&A guidelines while they are in quarantine. Detailed instructions about how to monitor for symptoms and to assess symptoms will be provided to all students and co-arriving immediate family members in this information package.

WHO resources including the WHO guide to avoiding stigma, and links to other valuable websites will be provided, and will be referenced in telephone and email check-ins.
Return to Campus Guidelines

The plan for return to campus provides guidelines to support the Queen’s community in planning for the phased return of campus operations when permitted, while mitigating risks associated with the COVID-19 pandemic. This plan is being updated in consultation with local public health authorities. New additions to the plan include the following:

- Under the direction of KFL&A Public Health officials, the university strongly recommends that all students arriving from outside of the Kingston-area health region limit their contact with anyone outside their household for a period of 14 days. Students who have already been residing in Kingston continuously for 14 days (and who display no symptoms consistent with COVID-19) are not being asked to observe these requirements.

- Students are strongly encouraged to get tested for COVID-19 at their local testing site before travelling to Kingston, allowing for enough time to receive their test results prior to departure. If a student tests positive for COVID-19, it is expected they will delay their travel to Kingston until they receive confirmation of a negative test. In this situation, students should contact their program office for academic accommodations or to make alternative arrangements to undertake studies remotely until they receive a negative test for COVID-19 and can safely travel to Kingston. Late arrival to residence can also be arranged. Students who have already been residing in Kingston for 14 days are not being asked to get tested.

- Following local testing, it is strongly recommended that students follow all Public Health guidelines including the use of face coverings, handwashing and physical distancing, and limit contact with others outside of their immediate social circle prior to travelling to Kingston.
Queen’s Return to Campus Guidelines

These Guidelines will be updated as additional information is available and as regional and provincial measures are amended. Note that those faculty, staff and students in clinical programs or accessing hospitals must adhere to the requirements and standards set by the Faculty of Health Sciences and the hospitals, which may be different than those in these Guidelines.

The health and safety of the students, faculty, staff, volunteers, and guests who are a part of the Queen’s community is the university’s priority. These guidelines are intended to support the Queen’s community in planning for the phased return of campus operations when permitted, while mitigating risks associated with the COVID-19 pandemic.

Key Public Health Guidance

1. Employees should continue to work remotely where possible, and particularly those in high-risk groups.
2. Practice physical distancing of 2 metres/6 feet.
3. Frequent hand washing is one of the most effective prevention measures.
4. Anyone exhibiting COVID-19 symptoms should not come to campus.
5. Limit interacting groups to cohorts of no more than allowed under the provincial regulations or as permitted to provide for 2 metre physical distancing, whichever is less - continue with virtual meetings.
6. Use of Face Coverings is mandatory in all indoor public and common spaces on campus (e.g. lobbies, hallways, stairwells, restrooms, elevators, etc.) and where physical distancing is difficult to maintain.
7. Frequent cleaning and disinfecting of high-touch surfaces.
8. Self-isolation as per public health guidance.

Preparing the Workspace for Return to Campus

Where possible employees should continue working remotely to decrease density on campus and mitigate the exposure of those whose work requires them to be on campus.

With the phased return to campus, appropriate health and safety measures must be put in place. The hierarchy of controls to identify the best practices for controlling a person’s exposure to COVID-19 is shown below. It highlights that the use of personal protective equipment (PPE) is the last line of defense in protecting employees against potential exposure.
The top level of the pyramid addresses **elimination of risk** by limiting the number of people in the workplace. Elimination of risk is addressed by way of Queen’s plans for a phased return to campus through a gradual, rotational or periodic return to campus.

**Engineering controls**, the next level of protection, are required if physical distancing isn’t possible. This includes adjusting the physical layout and utilization of workspaces, control of traffic flow, physical barriers, etc.

The third level of protection is **administrative controls** which provide procedures and processes to reduce exposures and includes resources such as these guidelines and checklists, signage and posters, alterations to work methods, public health measures, and cleaning and disinfecting procedures.

As previously noted, when the above levels of control are not sufficient to control risk of infection, the final level of protection is PPE. Queen’s has procured cloth masks for all employees returning to campus. Non-medical cloth masks can reduce the spread of one’s own respiratory droplets.

**Adjustment to Physical Layout or Utilization of Workspaces**

The **Building Capacity and Protocols subgroup of the Campus Operations Group** is responsible for mapping all building space on campus to provide building and departmental managers with the occupancy capacity for the spaces they manage. Information on the process to request an increase in room occupancy capacity is available on the **VPFA website**.

Occupancy capacity is determined by the capacity of each individual space rather than the building as a whole. This includes guidelines for common spaces that are utilized by the regular occupants as well as those traversing through the building. The metrics governing physical layout and workplace occupancy under physical distancing guidelines are:

- Non-fixed seating areas (e.g. research labs): 1 person per 18.5 sqm.
- Fixed seating areas (e.g. classrooms, office areas with fixed furniture placement): 2 metre physical separation.
• Common spaces (e.g. corridors etc.) as per guidelines below

Measures for workspace modification may need to be considered to enable appropriate physical distancing and health and safety practices:

Move individual workspaces (cubicles, desks, lab benches) so they are at least 2 metres apart.

• Where workstations cannot be separated by at least 2 metres, provide alternate means to ensure employees are at least 2 metres apart – for example:
  o Utilize every other desk, seat, or workstation.
  o Relocate employees to currently unoccupied rooms such as meeting rooms.
  o Consider flexible work arrangements with employees alternating days in the workspace.
  o Consider temporary “office hoteling” where employees do not use a regular assigned workspace but rather they reserve desk space for the days they are in the office, allowing for temporary use by different individuals. This will maximize office space; however, thorough sanitizing practices must be implemented with the employees disinfecting surfaces at arrival and before departure.
  o Barriers such as plexiglass shields should be installed where there are customer service points/face-to-face interactions and where physical distancing cannot be maintained. A process for centrally identifying, procuring and installing barriers can be found here.

Traffic Flow Control Measures

Entrances and Exits

• If multiple doors are not available for entrances and exits and the direction of flow cannot be managed, designate dedicated building entrances and exits with proper signage.
• Where possible have controlled exit and entry points for offices with traffic flow arrows.

Circulation Paths: Corridors, Hallways and Stairwells

• Where appropriate physical distancing cannot be accomplished in main circulation paths such as narrow corridors and entryways, consider opportunities for designating the direction of foot-traffic. Good judgement should be exercised when determining directional routes, including giving consideration to accessibility issues. Similarly, circulation paths should not result in individuals having to spend a considerably greater amount of time in the corridor to reach their destination, potentially resulting in more people in the common space and increasing the risk of person to person contact.
• University signage is available for supervisors to use in their specific departments and workspaces and to building managers for common spaces.
• Floor decals are available to mark 2 metre spacing for physical distancing where queues could form (example: line for elevators, classrooms, washrooms etc.).
• It is recommended that units review the building mapping information prior to installing directional signage.
Measures to Limit/Restrict Access to Common & Smaller Shared Spaces

**Kitchenettes, Lounges, Break Rooms and Meeting Spaces**
- Limit occupancy in these spaces to the assessed total or provincial guidelines, whichever is the most restrictive, and provide signage.
- Stagger lunch/break times to minimize opportunity for transmission.
- Advise employees to bring food and beverage items from home and to manage them individually (e.g. utilizing ice packs and coolers rather than accessing shared refrigerators and microwaves).
- Discourage use of shared appliances such as kettles, coffee makers, toaster ovens, and water coolers, which will need to be disinfected by employees.

**Common Spaces Used for Programmatic Purposes**
- Capacity should be determined for common areas when they are used for programmatic purposes (e.g. Goodes Hall Commons). Signage may be required to reroute regular pedestrian traffic from these areas when they are being used for programming.

**Washrooms**
- If a safe physical distance cannot be maintained in a multi-stall washroom, then it should be considered single use. For example, if there is not enough clearance from point of entry to allow an individual to pass safely by another at the sink to a stall, then it should be considered single use.
- Move a waste receptacle outside of the washroom for discarding paper towels.

**Meeting Rooms**
- Meetings should continue to be held virtually where possible.
- For face to face meetings, mark certain seats as unavailable in meetings rooms in order to maintain 2 metre distancing.

**Elevators**
- Restrict elevator use to one person at a time, for accessibility reasons or for moving equipment.
- Ensure appropriate signage for a single occupancy elevator is posted. Stand aside as the individual exits the elevator to allow adequate physical distancing.

**Classrooms:**
- If seating cannot be moved to 2 metre distancing, then mark seats as unavailable
- Use directional signage for circulation where there are multiple entrances.
- Use floor decals to encourage distancing when waiting to enter the classroom.

**Clinical Spaces**
- Waiting rooms should be discouraged. Patients should be escorted into the facility when instructed to do so.
- Clinics should consult with Public Health and their governing bodies with respect to seeing patients/clients where physical distancing is not possible.
Signs

Post university signage providing instructions and information for health and safety practices. The university has created a full suite of signage. This list will continue to be updated as additional signage needs are identified. Please contact Kim Murphy if you have additional recommendations.

<table>
<thead>
<tr>
<th>Sign Type</th>
<th>Recommended Usage</th>
<th>Responsibility for Posting</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Building Entrance Poster</strong></td>
<td>On public access doors to buildings</td>
<td>Campus Security &amp; Emergency Services</td>
</tr>
<tr>
<td><strong>Restricted Access</strong></td>
<td></td>
<td>Building/Department Managers</td>
</tr>
<tr>
<td><strong>Building Entrance Poster</strong></td>
<td>On public access doors to buildings</td>
<td>Campus Security &amp; Emergency Services</td>
</tr>
<tr>
<td><strong>Non-Restricted Access</strong></td>
<td>when campus begins to ramp up</td>
<td>Building/Department Managers</td>
</tr>
<tr>
<td><strong>Research Facility Entrance Poster</strong></td>
<td>On access doors to open research facilities</td>
<td>PI once the lab is approved to open. PI to post</td>
</tr>
<tr>
<td><strong>Symptom Monitoring Poster</strong></td>
<td>On public access doors to buildings</td>
<td>Campus Security &amp; Emergency Services</td>
</tr>
<tr>
<td><strong>Face Coverings Required Poster</strong></td>
<td>On public access doors to buildings</td>
<td>Campus Security &amp; Emergency Services</td>
</tr>
<tr>
<td><strong>Elevator – One Person Occupancy</strong></td>
<td>Outside elevators with small cars</td>
<td>Building/Department Managers - Print on standard paper and post</td>
</tr>
<tr>
<td><strong>Lunchroom Poster</strong></td>
<td>On entrances to lunchrooms</td>
<td>Building/Department Managers - Print on standard paper and post</td>
</tr>
<tr>
<td><strong>Breakroom Poster</strong></td>
<td>On entrances to Breakrooms</td>
<td>Building/Department Managers - Print on standard paper and post</td>
</tr>
<tr>
<td><strong>Hand Washing Poster – Towel Dry</strong></td>
<td>Posted by hand washing facilities in washroom, lunchrooms, etc.</td>
<td>PPS – Washrooms Building/Department Managers – Other locations with sinks</td>
</tr>
<tr>
<td><strong>Hand Washing Poster – Air Dry</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Hand Sanitizing Poster</strong></td>
<td>Posted by hand sanitizer stations and bottles</td>
<td>PPS – Building sanitizing stations Departments – Bottles locations</td>
</tr>
<tr>
<td><strong>Washroom Poster</strong></td>
<td>On entrances to campus washrooms</td>
<td>PPS Building/Building Managers</td>
</tr>
<tr>
<td><strong>Stairwell – Up Only Poster</strong></td>
<td>Stairwells to provide guidance on direction of movement</td>
<td>Building/Department Managers – Print on standard paper and post</td>
</tr>
<tr>
<td><strong>Stairwell – Down Only Poster</strong></td>
<td>Stairwells to provide guidance on direction of movement</td>
<td>Building/Department Managers – Print on standard paper and post</td>
</tr>
<tr>
<td><strong>Coughing/Sneezing Etiquette Poster</strong></td>
<td>Post widely in common areas</td>
<td>Building/Department Managers – Print on standard paper and post</td>
</tr>
<tr>
<td><strong>Wait Here Floor Decals</strong></td>
<td>Floor areas where there is the need to line up</td>
<td>A process is being developed for ordering decals. To be applied by Building Managers</td>
</tr>
<tr>
<td><strong>Floor Directional Chevrons</strong></td>
<td>Hallway floors to provide guidance on direction of movement in the space</td>
<td>A process is being developed for ordering decals. To be applied by Building Managers</td>
</tr>
</tbody>
</table>
Cleaning Protocols

In light of the COVID-19 virus, area cleaning protocols have been adjusted to focus on cleaning and disinfecting frequently touched surfaces in all areas, typically every four hours, including elevator buttons, stair railings, door knobs and plates, faucets, and water fountains.

- The university has a reliable supply chain for washroom soap and will be refilling twice a day.
- Kingston Public Health stresses the importance of drying your hands, either with paper towels or a hand dryer. Paper towels will be provided in washroom locations that currently only have hand dryers so the community will have both options available to them.

Departmental Cleaning and Disinfecting Protocols

The following guidance is for Queen’s community members who use spaces that require a higher frequency of cleaning and disinfecting beyond that provided by PPS as outlined in their cleaning protocols.

- A portal has been created within AcQuire to enable purchasing of approved COVID-19 disinfectants and cleaning tools.
- Disinfection describes a process that eliminates/kills many or all pathogenic microorganisms, except bacterial spores, on inanimate objects.
- All surfaces must be clean before they can be effectively disinfected.
- Typically, Lysol wipes are used to disinfect.
- The disinfectant must be applied and remain wet on the surface for the manufacturer’s recommended dwell/kill time (also called exposure/contact time).
- Identify sensitive equipment and check the recommendations of its manufacturer with respect to compatible disinfectants.
- For spaces routinely shared by the same group of individuals, consider establishing a cleaning and disinfection routine and using a checklist, adjusting the items and the frequency as appropriate.

Cleaning and Disinfecting Items

- Tables, Desks, Shelves, Chairs: Starting at the top and furthest point from you; clean using a moist or damp cloth or disinfectant wipe until surface is visibly clean. Then using a new damp disinfectant cloth or disinfectant wipe, go over again, leaving the surface damp. Do this until the entire cleaned area is covered with disinfectant. Allow for recommended dwell/kill time to occur before reusing the surface.
- Computer peripherals, desk telephone, electronic devices, small appliances etc.: Using a disinfectant wipe, clean the entire surface and then repeat to disinfect. Do Not Spray disinfectant solution onto any electrical device or peripheral.
- High touch surfaces (door knobs, push plates, etc.): Using a disinfectant wipe, clean the entire surface and then repeat to disinfect.

Hand Sanitizer Deployment Strategy

To supplement the hand washing facilities located throughout the campus, the following deployment strategy is recommended:
Dispenser type hand sanitizers will be placed at all building entrances and exits as a minimum standard. The dispensers will be serviced by PPS.

Each department will be provided with an initial supply of hand sanitizer and disinfectant wipes and will be expected to order and pay for replacements as required. Strategic Procurement Services is working on a reliable supply chain as these items remain difficult to procure. Information for ordering these items can be found on the Strategic Procurement website.

Hand sanitizer bottles will be placed in shared meeting rooms aligned with the phased return to campus.

If departments choose to make additional hand sanitizer available, it is recommended they procure and distribute pump style bottles rather than sourcing additional dispensing units. This avoids the issues that might arise from having to mount the units on walls and the need to maintain and refill the dispensing units.

All faculty and staff are expected to continue to clean their own equipment including various electronics, keyboards, office equipment, lab equipment, and lunchroom equipment such as fridges, coffee makers, etc.

Cleaning products can be purchased on acQuire.

The university is exploring the procurement of industrial wipe dispensers for classrooms to allow students to disinfect their desks and chairs prior to sitting in classrooms. Updates on this will be provided as more information becomes available.

Cleaning protocols in the event of a confirmed COVID case in university space

When alerts or reports of suspected virus contamination are received, the Provincial Infectious Diseases Advisory Committee (PIDAC) trained response team conducts isolation cleaning and disinfection of the space using recommended chemicals while dressed in full personal protective equipment. Additional information on PIDAC cleaning.

Cleaning and disinfecting will include using disinfected, pre-charged microfibre cloths. Misting or spraying of vertical and horizontal areas using an approved cleaning disinfectant will be applied in the treatment of pandemic outbreak-impacted spaces. Additional information on cleaning and disinfecting.

Spaces will be ventilated post-cleaning and typically available for use within two to four hours. Surface bacterial and microbial tests are randomly and routinely conducted as part of quality assurance.

Building Ventilation Measures

Following guidance from the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) Queen's University is taking Heating Ventilation and Air Conditioning (HVAC) measures to help to reduce the risk of airborne transmissions of COVID-19.

Buildings across campus have a wide variety of ventilation systems installed with varying capabilities. Where applicable, and equipment allows, the following measures may be implemented:

- Increase the amount of fresh air being brought into buildings through air handlers.
- Reduce the amount of air being recirculated through buildings.
- Promote the use of operable windows during favourable weather conditions.
• Discourage the use of personal desk fans, low ceiling fans, window air conditioners and other devices which could create high velocity air flows in open office spaces or other shared spaces.
• Adjust ventilation schedules to increase fan run times before and after building occupied hours.
• Prioritize ventilation fan system preventative maintenance measures on air handlers including regular filter changes.

Guidelines for Individuals Returning to Campus

The following guidelines are provided for individuals who have been granted permission to return to campus to resume their activities:


2) Individuals who are experiencing symptoms associated with COVID-19, have had contact with a confirmed case of COVID-19 in the past 14 days, or have been instructed by local public health authorities to self-isolate due to their travel or contact history should not come to campus and use the Ontario COVID-19 self-assessment tool which will provide recommendations on what to do next. Should you be required to self-isolate or if you are quarantined, follow the steps outlined on the Human Resources (HR) website.

The university does not require testing for individuals returning to campus, however, using the provincial testing criteria as the framework, those with any COVID-19 symptoms or who are concerned that they have been exposed to COVID-19 should follow the guidance of the provincial and local public health authorities.

3) All individuals on campus are expected to adhere to all health and safety directives imposed by local and provincial public health, and the provincial and federal government including:
   - Practicing proper hand hygiene by washing your hands with soap and water for at least 20 seconds and/or using an alcohol-based hand sanitizer.
   - Practicing physical distancing by staying 2 metres (6 feet) away from others, whenever possible.
   - Limiting the number of individuals at gatherings to no more than allowed under the provincial regulations or as permitted to provide for 2 metre physical distancing, whichever is less.
   - Avoid touching your mouth, eyes, and nose with your hands.
   - Using proper coughing and sneezing etiquette.
   - Ensure your immunizations are up-to-date, including influenza.
   - Disinfect high-touch surfaces frequently.

4) All individuals on campus are expected to adhere to all health and safety directives put in place by the university as described in this guideline (e.g. mandatory face coverings, abide by directional signage, don’t enter spaces that are marked closed, etc.)

5) Face Coverings:
   a) Individuals are required to wear a face covering in all indoor public and common spaces (e.g. lobbies, hallways, stairwells, restrooms, elevators, etc.) or when physical distancing is difficult to
maintain. The university has procured reusable cloth masks to give to employees. Procurement Services will be contacting departments directly to arrange delivery/pickup. Cloth masks will be made available to students who are required to be on campus. A process for distribution to students is currently in development.

b) Examples of where face coverings are not required include:
   (1) While working alone in one’s own (non-public/non-student) work area/office/lab/research space
   (2) For front-facing services where plexiglass barriers are in place and physical distancing can be maintained
   (3) When eating or drinking (with 2m physical distancing being maintained).

c) Exemptions for the requirement to wear face coverings are provided if:
   (1) The person is a child under the age of two years; or a child under the age of 5 years either chronologically or developmentally and they refuse to wear a face covering and cannot be persuaded to do so by their caregiver;
   (2) Wearing a face covering would inhibit the person’s ability to breathe in any way;
   (3) For any other medical reason, the person cannot safely wear a face covering such as, but not limited to, respiratory disease, cognitive difficulties or difficulties in hearing or processing information.
   (4) The person is unable to apply or remove a face covering without assistance, including those who are accommodated under the Accessibility for Ontarians with Disabilities Act (AODA) or who have protections under the Ontario Human Rights Code, R.S.O. 1990, c.H.19, as amended.

d) The use of reusable cloth face masks may not be suitable in certain environments (i.e. chemical, radiological, biological labs). In these instances, disposable masks appropriate to the hazard need to be considered if physical distancing cannot be maintained.

6) Supervisors, employees, and students should familiarize themselves with the passive and active monitoring guidelines. Human Resources and IT Services are researching the possibility of a technological solution to assist with this. Information will be provided once it is available.

7) Managers/Supervisors are required to maintain records of all employees, students and other individuals in their unit who are accessing their facilities. Information recorded must include name, date, location attended and personal phone number. This is essential for providing information to the public health unit if requested to assist them with their contact tracing.

8) Employees should review and complete the Employee Checklist

9) Managers should review and complete the Manager Checklist

10) Building or Departmental Managers should review and complete the Building/Departmental Manager Checklist
11) Employees should familiarize themselves with important resource information found on the HR website:
   • [HR COVID-19 employee Wellness page](#)
   • [Work Guidelines and Resources](#)
   • [Employee and Family Assistance Program](#)

In the case of a confirmed COVID case on campus:

- In the case of a **confirmed positive case** the supervisor/manager must immediately inform Dan Langham, Director Environmental Health and Safety (613-533-6000 x74980, dan.langham@queensu.ca). Managers/employees are reminded that personal health information must be treated confidentially and emails with the infected individuals name should not be sent.
- Supervisors/managers are encouraged to keep records of all employees in the workplace
- If there is a confirmed positive case in a confined space, managers should send employees home until the space has been cleaned as noted below, or if required by Kingston Public Health, until self-isolation is complete.
- Dan Langham will coordinate with Physical Plant Services to organize a deep cleaning of the affected space. Note that the space is typically available for use within 2-4 hours after the cleaning
- The university administration will work with Kingston Public Health to determine the next steps required.
- Kingston Public Health will be responsible for the contact tracing and will identify those who are required to self-isolate.
PUBLICATION INSTITUTIONAL READINESS REQUIREMENTS
FOR INTERNATIONAL STUDENTS

The following public health readiness requirements support provinces and territories (P/Ts) in confirming that the
Designated Learning Institutions (Institutions) in their jurisdictions are ready to safely welcome international students.

These public health requirements should be read in the context of the Government of Canada’s Guidance for post-
secondary institutions during the COVID-19 pandemic, which can be found at: https://www.canada.ca/en/public-
institutions-during-pandemic.html.

The Government of Canada will also be issuing guidance for international students, a draft of which was shared as part of
the July 15, 2020 letter from Ministers Hajdu and Mendicino to jurisdictions. The guidance on international students will be
aligned with other federal public health guidance related to COVID-19 and may be revised as the situation evolves.

Please provide the name and contact coordinates of the P/T Office of Primary Interest responsible for verifying that the
requirements described below have been met. This Office will be responsible for timely notification to the Public Health
Agency of Canada:

1. Any individual compliance issues within the 14-day mandatory quarantine periods at an institution on the P/T
List;

2. Any SARS-CoV-2 positive cases at an institution on the P/T List during the time period when the Institution is
providing quarantine arrangements; and

3. Any material changes that may require modification to the P/T List, or that can inform local or P/T public
health activities or that can inform federal border control.
<table>
<thead>
<tr>
<th>Overall Requirements</th>
<th>Pre-Arrival Requirements for Institutions</th>
<th>14-day Quarantine Requirements</th>
<th>Post-quarantine Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. P/T and local health guidelines and protocols for Institutions, consistent with Government of Canada’s Guidance for post-secondary institutions during the COVID-19 pandemic (<a href="https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/covid-19-guidance-post-secondary-institutions-during-pandemic.html">https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/covid-19-guidance-post-secondary-institutions-during-pandemic.html</a>) have been provided to Institutions.</td>
<td>1. Pre-arrival requirements are communicated to international students and their co-arriving immediate family members in advance of travel to Canada.</td>
<td>1. Institutions have developed and implemented restart plans that include quarantine arrangements for international students and co-arriving immediate family members that support the minimum requirements listed below.</td>
<td>1. Institutions will continue to support international students and immediate family members after completion of their 14-day quarantine period.</td>
</tr>
<tr>
<td>2. Mechanisms are in place to assess and ensure readiness of public health authorities and institutions to accept quarantining international students and co-arriving immediate family members.</td>
<td>2. As a best practice, international students and their co-arriving immediate family members are encouraged to download the Government of Canada’s ArriveCAN application prior to arrival at the border and complete the information required.</td>
<td>2. International students and co-arriving immediate family members are responsible for on-going self-monitoring and assessment of COVID-19 symptoms.</td>
<td>2. This includes offering mental and physical health supports, anti-racism and COVID-19 stigma supports, and mitigation of social barriers to support student compliance with individual COVID-19 infection control practices.</td>
</tr>
<tr>
<td>3. Health systems, including local public health authorities, have the capacity for COVID-19 outbreak response should this occur at the institution(s).</td>
<td>3. Institutions provide appropriate transportation of international students and their co-arriving immediate family members to a 14-day quarantine location, consistent with Government of Canada recommendations (i.e. wearing a mask for onward domestic travel; travelling directly to place of quarantine);</td>
<td>3. As a best practice, the ArriveCAN application will be used by international students and co-arriving family members within 48 hours after arrival in Canada, and for their daily symptom reporting.</td>
<td></td>
</tr>
<tr>
<td>4. Institutions have acceptable plans in place for robust case management and outbreak response (<a href="https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/interim-guidance-cases-contacts.html">https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/interim-guidance-cases-contacts.html</a>) in their communities, and these plans meet the requirements of local and P/T public health guidelines.</td>
<td>4. Mandatory 14-day quarantine by international students and co-arriving immediate family members is provided at: • the institution; or • a private quarantine location that meets the requirements set out under 14-Day Quarantine Requirements, with arrangements made prior to arrival and assessed to be acceptable by the Government of Canada at the time and point of entry.</td>
<td>4. Appropriate individual accommodation options for the 14-day quarantine period are provided consistent with current Orders in Council under the Quarantine Act and guidelines of the Government of Canada, as well as the requirements of the institution’s local and provincial/territorial public health authorities: • Confirmation that students are symptom free, and have a suitable isolation plan ensuring they will not be staying with vulnerable populations or living in a communal or group setting, and will have access to the necessities of life; • Support for all quarantined individuals throughout the 14-day quarantine period, including but not limited to food, medical care and COVID-19 infection control information and training.</td>
<td></td>
</tr>
</tbody>
</table>
- Any compliance issues within the 14-day mandatory quarantine period.

Overall Requirements

<table>
<thead>
<tr>
<th>Overall Requirements</th>
<th>Pre-Arrival Requirements for Institutions</th>
<th>14-day Quarantine Requirements</th>
<th>Post-quarantine Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Any cases of SARS-CoV-2 infection during the 14-day mandatory quarantine period.</td>
<td></td>
<td>• Regular and robust institutional monitoring of quarantined individuals throughout the 14-day quarantine period for COVID-19 symptoms, general well-being, compliance with quarantine requirements, with emphasis on individual COVID-19 infection control practices.</td>
<td></td>
</tr>
<tr>
<td>6. Public communications protocols have been established for COVID-19 outbreaks that may impact or implicate international students or their immediate family members.</td>
<td></td>
<td>5. Promotion of reliable, accurate messages about COVID-19, including messaging around COVID-19 related stigma (<a href="https://www.who.int/docs/default-source/coronaviruse/covid19-stigma-guide.pdf">https://www.who.int/docs/default-source/coronaviruse/covid19-stigma-guide.pdf</a>) and anti-racisms supports; and</td>
<td></td>
</tr>
<tr>
<td>7. The P/T and local public health authorities have mechanisms in place to approve restart plans and verify continued adherence to the institutional requirements in this table.</td>
<td></td>
<td>6. Mitigation of social barriers to support student compliance with individual COVID-19 infection control practices.</td>
<td></td>
</tr>
<tr>
<td>8. The institutional requirements in this table are maintained for as long as the institution appears on the P/T List.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Welcome Back! Here’s what you need to know about booking your bus with us during COVID-19...

**Cleaning**

Buses are thoroughly cleaned inside and out and the interior wiped-down. Then the interior is sprayed using an Electrostatic Disinfecting device (sometimes called ‘fogging’). This helps to ensure that all areas of the bus are sanitized. Your driver will also wipe-down primary ‘touch-points’ periodically throughout your trip.

**Distance**

Passengers will be asked to LOAD and UNLOAD while maintaining the 2 Meter (6 foot) Social Distancing protocols. Groups should be encouraged to LOAD and UNLOAD in a Back-to-Front and Front-to-Back Fashion.

**Masks**

Passengers are required to come equipped with either a face covering, medical or non-medical grade mask, and be prepared to wear it at all times while on the bus. Passengers should consider bringing with them a personal supply of hand sanitizer.

**Washroom**

On-Board Washroom use will not be available on washroom equipped buses. Consider planning a comfort stop (or two) each way at an On-Route (or other location capable of handling a large group of people) while planning the trip itinerary.

**Carry-on**

Carry-on items will be limited to one small item such as a purse or small-bag so as to avoid using the over-head parcel racks (if equipped) in order to help minimize touch points.

**Manifest**

A manifest will be required for your group. This manifest should include the first and last name of each passenger, their contact telephone number, and email address (if available). This information will be used for contact tracing should the need arise.

- **Social Distancing While On Board**
  - 56 Passenger Coach
  - 27 Passenger Coach
  - 33 Passenger Coach
  - 16 Passenger Coach
  - 24 Passenger Bus
  - 12 Passenger Bus

**Welcome Back!** Here’s what you need to know about booking your bus with us during COVID-19...
The Holiday Inn Toronto Airport East is pleased to welcome the students & families from **QUEENS University**

**METHODS TO BOOK YOUR ACCOMMODATIONS**

Send an email to us with your full name, student ID number (if applicable), flight details on [p.sambasivan@yyzae.com](mailto:p.sambasivan@yyzae.com) with a copy to [w.fawal@yyzae.com](mailto:w.fawal@yyzae.com); [s.patti@yyzae.com](mailto:s.patti@yyzae.com); [GSM@yyzae.com](mailto:GSM@yyzae.com); and to [guestservices@yyzae.com](mailto: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 **QUEENS-600**

Guests can also walk-in and quote the above name or code to make reservations!

**IMPORTANT NOTES:**

- **Discounted packaged room rate** provided at **$139.00 per room per night plus taxes on single occupancy** and taxes are 4% MAT & 13% HST with breakfast, lunch & dinner included. Double occupancy is $10.00 extra per room per night.
- Complimentary overnight parking on-site.
- Meals priced and charged additionally are as follows (for extra occupant) – 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 Perkins Family Restaurant in take-out option only.
- 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
- Airport transfers via ‘Airport Taxi’ service only – please book this taxi at the airport exit and the hotel will pay them upon your arrival.
- Each guest will pay & settle their own account – all applicable credit cards are accepted.
Centrally located in the West Island of Montreal Quebec, our hotel is only five minutes from Pierre-Elliott-Trudeau International Airport (YUL).

Enjoy a comfortable stay in a 100% non-smoking environment close to Montreal’s most interesting attractions and the area’s most prominent businesses.

Take advantage of our free Wi-Fi high-speed Internet, hot breakfast buffet, and 24-hour airport shuttle service on call. Enjoy our spacious rooms and over-sized suites all with floating floors, microwave, mini-fridge, coffee maker and high definition (HD) signal viewable on 32” and 40” LCD TVs.

Situated near Fairview, Rockland and Cote-Vertu Shopping Centres and only eight km from the famous Lachine Canal National Historic Site. Our hotel allows guests to explore Montreal’s finest shops, restaurants and attractions in comfort and style.

Business travelers appreciate our location at the Montreal Airport while adjacent to major corporations such as Bombardier, Rolls Royce, CAE and Novartis. Perfect for business meetings or conferences, our hotel offers four meeting rooms with state-of-the-art audio/visual equipment.

As you plan your next trip to the Montreal area, we invite you to experience our hotel’s exceptional service at an unbeatable value.

**Hotel Amenities**
- 24 Hour Business Center
- Indoor Pool
- On-Site Fitness Center
- Complimentary Breakfast Buffet
- MV3 Bar Bistro
- Free High Speed Internet Access in all Guest Rooms
- On Site Self Service Laundry

**Local Attractions**
- Lachine Canal National Historic Site
- Six Flags La Ronde
- Bell Centre
- Saputo Stadium
- Casino de Montreal

**Must See**
A short distance from our hotel, guests can enjoy a spectacular view from the top of Mont Royal or visit St. Joseph’s Oratory. A short drive from all these Must See Points of Interest in our Fair City as well as many attractions, festivals and concerts.

**Must Do**
Our hotel is situated 15 minutes drive from Downtown Montreal and the Old Port. Before leaving Montreal visitors can explore the St. Catherine Street shopping district or tour the spectacular Notre Dame Basilica.