



The Canada Homestay Network

“Safe Arrival” Protocol

The current travel restrictions and quarantine requirements related to the COVID-19 pandemic have required CHN to consider options for students to quarantine (self-isolate) on arrival. This procedure outlines CHN's expectations and requirements for both students and hosts to manage this period safely and smoothly.

CHN's first priority is the health and safety of our students and host families. We are also obligated to follow the regulations and recommendations of various authorities, including the government of Canada, provincial and local public health authorities.

Currently, all international students must complete, before their arrival in Canada:

- a Self-Isolation Plan to satisfy current Canadian government travel restrictions concerning COVID-19, which require travelers arriving in Canada to quarantine for 14 days;
- the Canadian government's [ArriveCAN](#) application¹ (available on line); and
- a separate Self-Isolation Plan for Alberta (also available on line).

Failure to satisfy these requirements is a breach of the student's CHN Participation Agreement (“PA”) and the regulations and recommendations of various Canadian governmental authorities and subjects the student to additional penalties imposed by the Canada federal government and other Canadian provincial and local Health Authorities (including but not limited to the penalties imposed by the Quarantine Act, which include up to 6 months in prison and/or \$750,000 in fines).

CHN is ready to help our students satisfy these requirements through two accommodation options, which we developed in collaboration with The Canadian Association of Public Schools – International (CAPS-I) and Languages Canada:

Option 1: Quarantine with selected CHN Homestay hosts

Students will be placed with their regular host family, if available for quarantine, or a respite host family for the quarantine period only, at CHN's discretion. Minors will be given priority placement in homestay.

CHN will reimburse hosts an additional \$25 per night for the 14-day quarantine period (\$350), in addition to the standard nightly rates for that period. If a student arrives early (prior to the normal start date for the program), the student will be invoiced the regular homestay fees for that period, plus \$350. If a student arrives on time, the student will be invoiced an additional \$350 only. The costs for the quarantine period will be invoiced to the agent/student or may be deducted from the security deposit, where available.

Option 2: Quarantine with Hotels offering “Safe Stay” programs with special rates

Students will be provided with a special CHN discount code in order to book directly with the hotel. The rate will include three meals per day, airport transfer, and standard room amenities. For information about CHN's hotel quarantine option, visit <https://canadahomestaynetwork.ca/safe-arrival-hotel-fees/>

In both options, CHN offers:

- Emergency support 24x7, as usual
- keep.me SAFE™ by guard.me counselling service for emotional support
- Virtual Programming during Quarantine period, with other CHN students

¹ <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html>



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If a student develops symptoms while in quarantine, CHN will follow public health guidelines. If the student develops symptoms while living with a respite quarantine host, the student must stay with their respite quarantine host until they are considered “fit” to move with their regular host family. The cost for the extra time in the quarantine homestay will remain the same, at an additional \$25 per night.

Student Pre-Departure Plan:

1. Confirm your plans with CHN
 - Complete the and sign this document to confirm your understanding of CHN’s “Safe Arrival” protocols
 - Pay CHN Fees
 - Receive Matching details – in the Hotels option, register with Hotel using CHN Discount Code
 - Because Students may be required to complete their Quarantine (Self-Isolation) in one of our Gateway cities only – Montreal; Toronto; Calgary or Vancouver - please separate reservations for international flights to Canada from onward domestic flights in Canada, which must be booked as open tickets with no specific date.
2. Communication and Relationship Building
 - Speak to your homestay family about expectations, and ask if there is anything they specifically want you to bring to help you to self-isolate. If you are staying in a hotel, contact your CHN Relationship Manager concerning any questions about your hotel stay.
 - You will be informed before arrival as to who will be picking you up at the airport; it may be your host, a driver from a transportation provider, or the hotel shuttle bus. Make sure you are clear about where you will be meeting your host or driver after arriving at the airport.
 - Carry your host’s or hotel’s cell phone number or the transportation provider’s phone number – this is important for all arrivals.
3. Self-isolating may be physically and mentally challenging for you and you should have a well thought out plan for how you will manage and pass the time during the 14-day quarantine after arrival. Please contact your educator’s international department for resources. In addition, please visit <https://canadahomestaynetwork.ca/student-covid-19/> for more ideas about being prepared for quarantine.
4. Household and Hotel Isolation and Physical Distancing
 - Read the article: [How to self isolate after travel when you live with other family members](#)
5. Medical Check / Testing

Students who are able to obtain a medical clearance letter/certificate and a COVID-19 or antibody test are required to bring it with them when they travel to Canada. Negative COVID-19 tests will not change the requirement to self-isolate on arrival; this is mandatory for all travellers arriving into Canada.
6. Arrival Plans

All travellers must download and complete the Canadian government’s [ArriveCAN](#) application for approval prior to their arrival. [ArriveCAN](#) is available as a mobile app or you can [sign in online](#).

In addition, students studying in Alberta must complete, send and print the MANDATORY Self-Isolation Plan for their province in advance: <https://travel.isolationplan.alberta.ca/en>
7. Packing

In addition to regular packing requirements, students should also bring –

 - 60 disposable face masks OR 30 disposable and 1 cloth face mask
 - One large bottle of quality hand sanitizer



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- Box of Nitrile gloves
- Thermometer
- Art supplies and music, for activities during quarantine program

In your carry-on luggage, also bring at least 2 masks, several pairs of gloves, a travel-sized bottle of hand-sanitizer and disinfecting wipes.

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

- Passport
- Study permit or permit confirmation document (if you have one)
- Custodianship documents (if applicable)
- Letter of Acceptance from your school
- Homestay profile and contact information, or a printed copy of your reservation, showing your hotel name and address, and airport pickup service
- Contact information sheet for our staff, including our 24/7 emergency phone number
- Copy of the Declaration on Departure, signed by yourself (and parents, for minors)
- Print out of Self-Isolation Plan
- Change of clothes for upon arrival to your homestay

Student Travel Plan:

On the day of travel, complete and sign the Declaration on Departure included in this document.

Before boarding the flight, students must submit their information in the ArriveCAN app including:

- travel and contact information
- quarantine plan
- COVID-19 symptom self-assessments

While en route to their destination, students are expected to:

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

Student Arrival Plan:

Upon arrival in Canada, students must be ready to show their ArriveCAN receipt. A border services officer will verify that the student has submitted their information digitally. As students proceed through the airport, they must continue to maintain physical distancing.

The student must have the documents outlined under ‘Packing’ ready to provide 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.



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Upon arrival at the final destination airport:

- Text your driver and/or host family or contact the hotel bus as instructed
- Wear a fresh mask and gloves
- Pick up baggage while maintaining physical distancing
- Exit the baggage area and go to the location you have previously arranged to meet your driver or host family
- Load your own luggage into the car and sit as far away from the driver as possible

Within 48 hours after arriving at the quarantine destination (host home or hotel), all students must use the ArriveCAN app to:

- confirm that they have arrived at the address provided for quarantine; and
- complete daily COVID-19 symptom self-assessments during the quarantine period.

Quarantine (Self-Isolation) Plan:

As part of the 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. The homestay family or hotel will provide students with food, clean linens, a comfortable room and access to them via text message, FaceTime and other remote communication.

Student Expectations

- We are ready to help! Just ask us! Call your CHN Relationship Manager, or contact your host, who will contact CHN. For hotel stays, you can also dial 0 for the hotel operator.
- Stay in your room as much as possible and away from others.
- Keep your room well-ventilated and clean – open your window to let the air circulate.
- Practice good hygiene: wash your hands frequently with plain 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.
- Use a separate bathroom. Clean the bathroom regularly with household cleaning products. Flush the toilet with the lid down. In hotels, in accordance with each hotel’s “Safe Stay” protocols, clean the bathroom regularly with household cleaning products.
- Find some time to go outside each day; you can stay in a private place like the yard. Do not go to school or into other public areas. In hotels, always wear a mask outside your room. When using the hotel elevator, ask other guests to let you be alone; outside, you can stay in a private place in the hotel patio.
- Stay connected – text, email, FaceTime with your friends and family.
- Monitor your physical and mental well-being – if you are not feeling well with symptoms that resemble COVID-19, ask your host to help you complete an online self-assessment to determine if you need further assessment or testing. Self-assessments are available in the ArriveCAN app, by visiting covid19.thrive.health, or by calling 8-1-1.
- Package up your garbage – empty garbage frequently and wash your hands immediately.
- Take care with laundry – the clothes you wore during your flight should be washed immediately and all of your clothes should be washed separately from other people’s laundry. You will need to wash and fold your own laundry.
- Clean and disinfect frequently touched surfaces such as doorknobs, countertops, dressers, and other surfaces at least once a day.
- Keep your personal items (toothbrush, cups, cell phone, tablets, laptops, etc.) separate from those belonging to others.



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- Eat in your room.² Your host or hotel will bring your meals to your room. Leave the dirty dishes outside your door when you are finished. Do not share dishes, drinking glasses, cups, eating utensils.
- Avoid prolonged periods of inactivity. CHN will offer light movement or exercise regimens upon request!

Students are reminded that while these instructions and protocols may seem overwhelming, they are here to remind them to be careful of their contact with others during the 14-day quarantine. CHN is here to help. Students will be encouraged to reach out to their host family or to their Relationship Manager for assistance.

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

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.

Host Expectations

- Hosts must have been following all public health guidelines for their area in the 14 days prior to accepting a student, and everyone in the home must be free of any COVID-19 symptoms.
- Only one healthy person should provide care.
- Do not share personal items with the student, such as toothbrushes, towels, bed linen, utensils and electronic devices.
- Use a separate bathroom from the student, and make sure everyone puts the toilet lid down before flushing.
- Some people may transmit COVID-19 even though they do not show any [symptoms](#). **Wearing a [mask](#), including a [non-medical mask or face covering](#) (i.e. [constructed](#) to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops) can help protect others around you.**
- Prevent contact with animals, as there have been several reports of people transmitting COVID-19 to their pets.
- If possible, people who are at higher risk of serious illness from COVID-19 should not care for someone with COVID-19. These people include elderly persons, those with chronic medical conditions (e.g. heart disease, diabetes) or compromised immune systems. If you need to be within 2 metres of the student, wear personal protective equipment: a medical [mask](#); disposable gloves; and [eye protection](#).
- Avoid re-using medical masks or gloves.
- Clean your hands often for at least 20 seconds, especially after contact with the student and after removing gloves, face masks and eye protection.
- Dry your hands with disposable paper towels. If not available, use a reusable towel and replace it when it becomes wet.
- You can also remove dirt with a wet wipe and then use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- With some guidance, students can be expected to do their own laundry. They should wash the clothes they wore on the flight immediately and keep their laundry separate from the family.

² Most host families do not want students eating in their rooms! This is a short-term requirement that will change when the quarantine period is over.



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Post-Quarantine Expectations of Students and Families:

- Continue to practice proper, recommended hygiene
- Use proper coughing and sneezing etiquette
- Practice physical distancing when outside of the home, avoid malls, crowded spaces and sports
- Get & stay connected!

Additional Considerations:

If a Student develops Symptoms or is Diagnosed

- Contact the CHN Relationship Manager or CHN Emergency Line, immediately at: 1-877-441-4443 extension 1;
- Complete a self-assessment (available in the ArriveCAN app, by visiting covid19.thrive.health, or by calling 8-1-1) and seek medical attention as necessary.
- CHN aims to avoid spreading COVID-19 with any unnecessary relocations henceforth. Therefore, our preferences are to:
 - Keep the student in place, in accordance with Public Health direction; or
 - Ask parents to come to Canada to care for their child at their expense, if possible.
 - In the unlikely event that a host is unable to care for a sick student, CHN will arrange respite care with another homestay family.

Recommended Host Family Supplies:

- Disposable paper towels and regular household cleaning products
- Thermometer
- Hand soap
- Alcohol-based sanitizer containing at least 60% alcohol
- Regular laundry soap
- Hard-surface disinfectant that has a Drug Identification Number (DIN), or if not available, concentrated (5%) liquid bleach and a separate container for dilution
- Appropriate cleaning products for high-touch electronics
- As stated above, students are required to bring some PPE with them from home, but hosts should have their own supply on hand for their personal use when interacting with the student.

Definitions:

The Public Health Agency of Canada draws a distinction between the need to [quarantine](#) (self-isolate) and [isolate](#).³

- **Quarantine (self-isolate):** Quarantining is necessary for 14 days if you have **no symptoms** and **any** of the following apply: you are returning from travel **outside of Canada** (mandatory quarantine); you had close contact with someone who has or is suspected to have COVID-19; **or** you have been told by the public health authority that you may have been exposed and need to quarantine.
- **Isolate:** You must isolate if **any** of the following apply: you have been diagnosed with COVID-19, or are waiting to hear the results of a lab test for COVID-19; you have symptoms of COVID-19, even if mild; you have been in contact with a suspected, probable or confirmed case of COVID-

³ <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html#self>



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19; you have been told by public health that you may have been exposed to COVID-19; **or** you have returned from travel outside Canada with symptoms of COVID-19 (mandatory).

This procedure assumes that students will meet the requirements to quarantine (self-isolate).

Resources:

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

- Public Health Agency of Canada (PHAC) How to care for a person with COVID-19 at home - Advice for caregivers:
<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/how-to-care-for-person-with-covid-19-at-home-advice-for-caregivers.html>
- 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>
- Provincial and territorial resources for COVID-19:
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms/provincial-territorial-resources-covid-19.html>
- British Columbia Centre for Disease Control Self-Isolation guide for caregivers and household members of those with COVID-19:
www.bccdc.ca/Health-Info-Site/Documents/Self-isolation_caregivers.pdf



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Student and Natural Parent Declaration (to apply for any of CHN’s Quarantine options):

Please read the following and send this page, duly signed, to your Relationship Manager, or email to studentinfo@canadahomestaynetwork.ca with your homestay application.

In consideration of the provision of the CHN Safe Arrival Protocols for Homestay and Hotels (SAP), each of the Participant and his/her parents and/or guardian(s) hereby:

- A. Acknowledges and agrees that the Declaration on Departure and SAHP herein form part of the Participant’s Homestay Application (HA) and Participation Agreement (PA) and all covenants, declarations, conditions and other terms and provisions therein.
- B. Confirms that they have each read and agree to comply or to cause compliance, as the case may be, with the Declaration on Departure and SAP herein.
- C. In addition to paragraph F of the PA, the consequences of any breach by the Participant of the Declaration on Departure and SAP and/or the Restrictions may include but not be limited to:
 - the sickness and/or death of the Participant and others, without recourse to CHN or its service providers or the Participant’s school or school board;
 - immediate expulsion of the Participant from the CHN Homestay program and the Participant’s academic programs of the school or school board without recourse, refund or credit of any fees;
 - if applicable, the revocation of CHN Custodianship services, again without recourse, refund or credit of any fees paid to CHN for Custodianship;
 - the Participant being responsible for completing their quarantine and or mandatory isolation period in alternative accommodation at the Participant’s expense, subject to the approval of the local Public Health Authorities and / or the Chief Public Health Officer of Canada; and
 - the Participant being subject to additional penalties under Canada’s Quarantine Act and/or other Canadian provincial and local Health Authorities.
- D. Declares the information provided is complete and correct to the best of their knowledge; and that any incorrect or incomplete information by the Participant, his/her parents and/or guardian(s) represents a breach of this Application and is subject to the terms of paragraph F in the PA.
- E. Understands that the options provided by CHN are in limited supply and in the event that one or any of these services are unavailable, agrees to hold harmless CHN and its officers, directors, employees and independent service providers from any and all liabilities, expenses and damages however caused. In the event none of the options are available or accepted, CHN will refund the prepaid Fees in accordance with its Refund Policy, which the undersigned have read, understood and agree with.
- F. Acknowledge and agrees that this document is drawn up in English with their consent and without recourse.

Student’s Legal Name:

Date of Birth:

Quarantine Program Option	Preferences	Comment or Special Request
Homestay	I prefer this option (Check 1 or 2 >)	
Hotel	I prefer this option (Check 1 or 2 >)	



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Signed by the Participant (and for minors, the Participant's natural parent(s)/legal guardian(s))

Student Full Name			
Signature		Date	

Full Name			
Signature		Date	
Relationship	<input type="checkbox"/> Mother <input type="checkbox"/> Father <input type="checkbox"/> Legal Guardian <input type="checkbox"/> Other (please specify):		

Full Name			
Signature		Date	
Relationship	<input type="checkbox"/> Mother <input type="checkbox"/> Father <input type="checkbox"/> Legal Guardian <input type="checkbox"/> Other (please specify):		



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Student and Natural Parent Declaration on Departure (for your travel to Canada):

Please answer the following questions and send this page, duly signed, to your Relationship Manager, or email to studentinfo@canadahomestaynetwork.ca **on the morning of your departure to Canada. You must also use the ArriveCAN app to provide mandatory travel information required for entry into Canada prior to boarding your flight.**

Student’s Legal Name:

Date of Birth:

Arrival Date:

Arrival Time:

	Yes	No	If no, please provide further detail
I/My child have/has been well and shown no signs of illness for the last 14 days			
To the best of my knowledge, I/my child have/has not been exposed to anyone showing signs of illness for the last 14 days			
To the best of my knowledge, I/my child have/has not been in contact with anyone who for the last 14 days: 1. has had COVID-19, or 2. has been a probable case of COVID-19, or 3. Someone who has had direct contact with someone who has had COVID-19			
I understand I/my child will be quarantining for 14 days upon arrival in Canada per government requirements, barring emergency circumstances			
All necessary Canadian federal and provincial forms concerning COVID-19 (including the ArriveCAN application and a Self-Isolation Plan in British Columbia and Alberta) have been completed before my/my child’s arrival in Canada			

Each of the undersigned fully understands these protocols and agrees to all of its requirements. Students understand that any violation of the terms of the self-isolation procedure will result in immediate removal from the Homestay Program, which will mean withdrawal from the school program as well. If applicable, custodianship services will be cancelled and the student will have to return to the care of the natural Mother and/or Father or an alternative custodian as legally authorized through a document notarized in Canada or in the home country of the student. The student may also be subject to severe penalties from the Government of Canada. I (and for minors, my natural parent(s)/legal guardian(s)) agree that the Pre-Departure Declaration has been accurately completed.

Student Full Name			
Signature		Date	
Full Name			
Signature		Date	
Relationship	<input type="checkbox"/> Mother <input type="checkbox"/> Father <input type="checkbox"/> Legal Guardian <input type="checkbox"/> Other (please specify):		
Full Name			
Signature		Date	
Relationship	<input type="checkbox"/> Mother <input type="checkbox"/> Father <input type="checkbox"/> Legal Guardian <input type="checkbox"/> Other (please specify):		