



## Toronto Five Star Homestay Programs Inc. ARRIVAL PROTOCOLS – COVID-19

In order to slow the spread of Covid-19, the Government of Canada has put in place emergency orders which apply to all travelers arriving in Canada.

To address the travel restrictions and quarantine requirements relating to COVID-19, Toronto Five Star Homestay Programs Inc. ("**Five Star**") has put in place various protocols for students and host families relating to their obligations to quarantine or isolate, as required, upon the student's arrival to Canada.

Our first priority is to ensure the health and safety of our students and host families. The protocols contained herein outline Five Star's expectations and requirements for both students and host families to manage any quarantine and isolation requirements safely.

The risk of getting COVID-19 within Canada is evolving daily and varies between and within communities. In addition to the protocols outlined herein, we encourage our students and host families to stay up to date with local conditions and requirements through the local [public health authority](#).

### Quarantine and Isolation Requirements in Canada

The emergency orders put in place by the Government of Canada distinguish between the requirement to quarantine and isolate<sup>1</sup>, depending on whether you are experiencing any signs or symptoms of COVID-19:

- **Mandatory Quarantine:** All travelers arriving in Canada who are not experience any signs or symptoms of COVID-19 must quarantine for 14 days (starting from the date you arrived in Canada). The quarantine must be occur in a place where you won't have contact with people who:
  - are 65 years or older
  - have underlying medical conditions
  - have a compromised immune system

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<sup>1</sup> <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html#self>



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Upon arrival in Canada, students will be required to go directly to your place of quarantine, without stopping anywhere, and stay there for 14 days.

Quarantine is also required if you had close contact with someone who has or is suspected to have COVID-19 or if you have been told by the public health authority that you may have been exposed to COVID-19 and need to quarantine.

- **Mandatory Isolation:** If you are allowed to enter Canada and have signs and symptoms of COVID-19, you will be required to isolate for 14 days.

Isolation is also required if you have been diagnosed with COVID-19 or are waiting to hear the results of a lab test for COVID-19, have symptoms of COVID-19, have been in contact with someone who has or is suspected to have COVID-19 or you have been told by public health that you may have been exposed to COVID-19.

This obligation to quarantine or isolate, as applicable, is mandatory. Failure to comply with this order is an offence under the *Quarantine Act*. Details of the travel restrictions can be found [here](#)

## Five Star Protocols

### Additional Quarantine / Isolation Fees

During the 14-day quarantine period after arriving in Canada, there will be an additional charge of **\$25 per night**, in addition to the standard nightly rates for the period.

If a student wishes to arrive earlier than expected due to the quarantine requirements, the student must notify **Five Star at least 7 days prior to their early arrival date to get approval for their early arrival**. The student will be charged the standard nightly rates for the period plus the additional amount of \$25 per night of the 14-day quarantine time period of the total amount **(\$350)**.

Where a student is not able to quarantine with their intended host family, Five Star will make alternative arrangements for the student to stay during the quarantine period.

If a student develops symptoms of COVID-19 during their 14-day quarantine period, they must isolate themselves from others immediately and contact local [public health authority](#) and follow their instructions. Five Star will follow public health guidelines. A student staying with an alternative host family may be required to extend their stay due to compliance with these guidelines. Five Star will charge \$25 per night, in addition to the standard nightly rates, during any extended time in the quarantine homestay.

### Prior to Departure



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1. Communicate with your host family in advance of arriving in Canada. This will help set the expectations for when you arrive and ensure all parties are comfortable with your quarantine plan.
2. Download the ArriveCAN app ([iOS](#), [Android](#), or [web format](#)). This mobile app can be used to speed up your arrival process in Canada and allows less time spent with border and public health officers. Submit your information via the app within 48 hours before arriving in Canada.
3. You must have a plan to quarantine for 14 days when you arrive in Canada, including:
  - a suitable place to stay, and
  - a plan for how you will
    - i. get to your destination
    - ii. get your groceries
    - iii. access essential services and medical care
 This plan is mandatory, even if you have no symptoms.
4. Prepare for your quarantine time. Once you arrive in Canada, you will be required to go directly into quarantine or isolation. Have suitable activities ready to keep you busy.
5. In addition to your regular packing requirements, we recommend that you also pack face masks or covering, hand sanitizer, gloves, and a thermometer. In your carry-on luggage, bring at least 2 masks, globes, a travel sized bottle of hand-sanitizer and disinfecting wipes.
6. Before you travel, check for updates to see how [transportation measures](#) affect your plans and what you need to pack.
7. Some province and territories in Canada have additional restrictions (i.e. no non-essential travel into the province, limited access to certain regions within the province, etc.). Please refer to the list of provincial and territorial websites for more information found [here](#) for more information.

### Travel Plans

During your travel to Canada:

1. You should expect to be required to wear a non-medical mask or face covering while travelling.
2. Practice physical distancing during your travels, including:
  - avoid large crowds or crowded areas
  - avoid contact with sick people, especially if they have a cough, fever or difficulty breathing
  - be aware of the local situation and follow local public health advice
  - wash your hands often with soap under warm running water for at least 20 seconds
  - use alcohol-based hand sanitizer (containing 60% alcohol) if soap and water are not available and always keep some with you when you travel



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- practice proper cough and sneeze etiquette
3. Bring food with you, as stores may be closed
  4. Upon arrival you will be required to undergo a screening by a border services officer or quarantine officer to assess symptoms.
  5. Be prepared to answer questions relating to your plans for quarantine upon arrival in Canada.
  6. If you feel sick during your flight to Canada or upon arrival, inform the flight attendant or a Canadian border services officer.
  7. Students travelling to Canada are encouraged to continue following public health authorities' recommendations such as those published on the [Government of Canada Coronavirus \(COVID-19\) website](#).

#### Upon Arrival – Quarantine/Isolation – Student Expectations

1. Once you arrive at your destination airport:
  - notify your driver or host family that you have arrived
  - maintain physical distancing requirements while you exit the airplane and obtain your luggage
  - go directly to meet your host family. Greet them with a wave instead of a handshake or a hug
  - load your own luggage and sit as far away from the driver as possible
  - you must wear a suitable mask or face covering while in transit
  - go directly to your place of quarantine, without stopping anywhere, and stay there for 14 days
2. Once you arrive at quarantine location, you must:
  - Limit contact with others
    - i. stay in your room as much as possible and away from others
    - ii. use a separate bathroom, if possible
    - iii. eat in your room. Your host will bring your meals to your room and leave the dirty dishes outside your door when you are finished<sup>2</sup>
    - iv. do not go to school, other public areas or use public transportation (i.e. buses, taxis)
    - v. do not have guests, even if you're outside and stay 2 metres apart from them
    - vi. only use private outdoor spaces if you have one at your place of quarantine

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<sup>2</sup> Note that your host family may prefer that you do not eat in your room, however this is a temporary measure which will change when the quarantine is over



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- vii. not leave your place of quarantine unless it's to seek medical assistance
  - viii. avoid contact with animals, as there have been several reports of people transmitting COVID-19 to their pets
- Keep hands clean
  - Keep surfaces clean and avoid sharing personal items
3. Recommended supplies to have on hand during quarantine include:
- Non-medical mask or face covering (i.e., made with at least two layers of tightly woven fabric, constructed to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops)
  - Disposable paper towels
  - Thermometer
  - Running water
  - Hand soap
  - Alcohol-based hand sanitizer containing at least 60% alcohol
  - Dish soap
  - Regular laundry soap
  - Regular household cleaning products
  - 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
4. Monitor your health for symptoms of COVID-19 ([COVID-19 Symptoms to watch for After Traveling Abroad](#)).
- Use the self-assessment tools available at <https://ca.thrive.health/>
5. For additional requirements on quarantining from others who you live with read the follow article: [How to quarantine \(self-isolate\) at home when you may have been exposed to COVID-19 and have no symptoms](#)

#### Upon Arrival – Quarantine/Isolation – Host Family Expectations

1. Prior to arrival of the student:
- practice good hygiene
  - clean and disinfect surfaces and objects regularly
  - monitor health of all individuals in the household for symptoms of COVID-19
    - i. everyone in the household should be free of any COVID-19 symptoms prior to arrival of student
  - comply with [measures](#) to reduce risk of COVID-19
2. If you are picking the student up at the airport:



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- maintain physical distancing requirements with your student. Greet them with a wave instead of a handshake or a hug
  - only one person should go to airport to pick up the student
  - allow the student to handle and load their own luggage
  - wear a suitable mask or face covering while in transit
  - once student has arrived proceed directly to the place of quarantine, without stopping anywhere
3. Once at your home:
- Limit contact with the student - only one healthy person should provide care to the student
    - i. If possible, people who are at higher risk of serious illness from COVID-19 should not care for someone with COVID-19
  - If you need to be within 2 metres of the student, wear personal protective equipment, including a medical mask; disposable gloves; and eye protection
  - Provide student with a separate bathroom, if possible
  - During quarantine period, bring student meals in their room
    - i. Students are directed to leave dirty dishes outside their room; use personal protective equipment when handling dirty dishes
  - Clean your hands often for at least 20 seconds, especially after contact with the student and after removing gloves, face masks and eye protection
  - Prevent contact between the student and your animals, as there have been several reports of people transmitting COVID-19 to pets

### After Completion of Quarantine / Isolation Requirements

Once you have completed your quarantine or isolation requirements:

1. Stay up to date with local conditions and requirements through the local [public health authority](#)
2. Continue to practice good hygiene
3. Monitor your health for symptoms of COVID-19 and stay away from others if you are feeling ill
4. Keep practicing physical distancing
5. Clean and disinfect surfaces and objects
6. Comply with [measures](#) to reduce COVID-19



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**Toronto Five Star Homestay Programs Inc. (“Five Star”)**

**Mandatory Self Declaration on Departure**

Student’s Legal Name:

Arrival Date:

Arrival Time:

Please answer the following questions and send this page, properly signed, to your advisor, or email [info@fivestarthomestay.com](mailto:info@fivestarthomestay.com) **on the morning of departure to Canada.**

	Yes	No	If no, please provide details
I and my child have been well and have shown no signs of illness for the last 14 days, including no new or worsening cough, shortness of breath, temperature equal to or over 38°C, feeling feverish, chills, fatigue or weakness, muscle or body aches, new loss of smell or taste, headache, gastrointestinal symptoms (abdominal pain, diarrhea, vomiting), or generally feeling very unwell			
To the best of my knowledge, neither I nor my child have been exposed to anyone showing any of the above-listed symptoms for the last 14 days			
To the best of my knowledge, I/my child have/has not been in close or casual contact with anyone with a confirmed or presumptive case of COVID 19 within the last 14 days			
To the best of my knowledge, neither I nor my child have been in close or casual contact with anyone who has had direct contact with someone who had COVID 19 within the last 14 days			
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			



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Each of the undersigned confirms:

- it has read Five Star’s Arrival Protocols – Covid-19 and agrees to comply with all of its requirements. Any violation of the terms of Five Star’s Arrival Protocols – Covid-19 will result in immediate removal from Five Star’s homestay program, and cancellation of any custodianship services, if applicable.
- that I/my child must self-isolate or self-quarantine for a period of 14 days upon arrival in Canada, in accordance with applicable laws. I/my child may be subject to severe penalties from the Government of Canada for failing to comply.

I (and for minors, my natural parent(s)/legal guardian(s)) agree that this Mandatory Self Declaration has been accurately completed and fully discloses all relevant information for my/my child’s travel to Canada.

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