



# International Student Handbook - Travel & Quarantine during COVID-19

## ABSTRACT

This information Handbook is an especially important document that provides an understanding of general rules and guidelines for travelling during the COVID-19, Vaccination requirements, following the 14 days Quarantine if required, and moving forward a safe transformation to the study program at Canadian National Institute of Business.

## Canadian National Institute of Business

Unit 125/125A, 3030 Lincoln Avenue

Coquitlam, BC V3B 6B4

Tel: 604-474-2642

Email: [admissions@cnibbccca](mailto:admissions@cnibbccca)



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## 1. TRAVEL AND QUARANTINE DURING COVID-19 INFORMATION KIT

### 1.1. WHAT IS THIS ABOUT?

This pack contains **especially Important information** about the new requirements and protocols set by Canadian National Institute of Business, in accordance with the directions from Federal Government, the British Columbia Government, Public Health Agency of Canada, BC Centre for Disease Control, and local Public Health authorities (PHAs) AND the COVID-19 Go-Forward Guidelines for B. C's Post-Secondary Sector regarding Travel advisory in effect.

It is recommended that you print out OR save this document in your mobile or tablet device while you are travelling so that you can have easy access to the information when required.

<b>2. IMPORTANT HIGHLIGHTS</b>	<p>Before you Travel</p> <ul style="list-style-type: none"><li>- Read, Sign and Return to CNIB at least 2 weeks prior to your departure - <b>Pre-arrival Questionnaire</b> sent by CNIB</li><li>- Provide proof of <b>2 doses</b> of WHO approved COVID-19 <b>Vaccinations</b></li><li>- Download <b>ArriveCAN</b> app on your device/s. Use ArriveCAN to provide mandatory travel information before and after your entry into Canada.</li><li>- Prepare and submit a <b>Quarantine Plan</b> – You must be prepared to quarantine for 14 days even though you are fully vaccinated. It is up to the discretion of the Border Officer at the Canadian port of entry to decide if you must quarantine.</li><li>- <b>Read</b> – “COVID-19: Travel, testing, quarantine and borders” directly from the Federal government website sources at the following link <a href="https://travel.gc.ca/travel-covid">https://travel.gc.ca/travel-covid</a> AND “Visit Canada” at the following link <a href="https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada.html">https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada.html</a></li><li>- <b>Download or access</b> the <a href="#">BC COVID-19 Support App</a></li></ul> <p>After you arrive in Canada</p> <ul style="list-style-type: none"><li>- Arrive at YVR, Vancouver International Airport, BC, Canada</li><li>- After the customs are cleared, and immigration is completed, and if ordered by the Border officer to quarantine, directly reach the quarantine accommodation in a Taxi.</li><li>- Complete 14-Day Quarantine at the accommodation</li><li>- Follow the Quarantine rules strictly as per the Quarantine Act</li><li>- Monitor your health for any COVID-19 related symptoms</li></ul>
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	<ul style="list-style-type: none"><li>- Immediately inform the CNIB staff if developing symptoms so that a COVID-19 test can be arranged</li><li>- Extend the quarantine if tested positive for COVID-19 and follow instructions by Health authority</li><li>- Commit to communicate with CNIB staff each day during quarantine and provide accurate information for recording</li></ul>
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### 3. BEFORE YOU TRAVEL

#### 3.1. PLANNING AND PREPARATION

CNIB faculty and staff understand that coming to Canada to study is a big commitment, even bigger a commitment during the COVID-19 pandemic situation. This is because, travelling during this time, not only adds extra stress for following special restrictions and possible quarantine in isolation in a new country but also adds extra financial burden to pay for quarantine expenses on top of the regular living and education expenses for studying at a Canadian Institution.

To help you succeed, we are asking our students, and any co-arriving family members, to begin their Covid-19 safe arrival and quarantine preparations few weeks prior to departing for Canada. To help you in this preparation for your travel and arrival in Canada, CNIB will be assigning you a designated staff member who will be your primary contact in all matters relating to your pre-arrival until you start your studies at our Coquitlam campus.

**Note:** CNIB's new **VACCINATION POLICY** makes it mandatory for its newly arriving International students and their accompanying friends/family members to be fully vaccinated before arriving in Canada. CNIB will refuse to register a non-vaccinated student candidate in any of its Diploma programs. No travel support document will be issued to non-vaccinated travelers.

**POSSIBLE QUARANTINE:** Upon arrival in Canada, the Canadian Border officer may determine that you and/or accompanying travelers must quarantine even though you are fully vaccinated. You must be prepared for such circumstances. Hence, you must have a Quarantine Plan ready before you travel.

**QUARANTINE PLAN:** CNIB informs you that you will be responsible for paying for a 14-day mandatory quarantine (including if extension of quarantine is required) if you choose to stay at a hotel accommodation arranged by yourself or CNIB.

After you advise CNIB of your successful Canadian study Visa report, Institute staff will start its communication with you regarding your preparation and planning.

CNIB will be requesting confirmation from all incoming international students whether any co-arriving immediate family members will be traveling with them to Canada. Institute communications will indicate that any co-arriving immediate family members will also be subject same provisions for entry into Canada. As with international students, any co-arriving immediate family members must confirm with CNIB their quarantine plan with CNIB.



**QUARANTINE COMPLIANCE:** If required to quarantine, the compliance order is enforced by the Canadian government, and penalties for breaking it are serious: Up to \$1 million dollars in fines, and possibility of deportation for non-Canadians. While in quarantine, you will not be allowed to visit with anyone, or leave your living space, with the exception of private balconies or private yards that are not shared with others.

Please note: **The final decision regarding your eligibility for a study permit and admissibility to Canada will be made by the immigration officer processing your application and Canadian Border Service Agents and Canadian Public Health Official.**



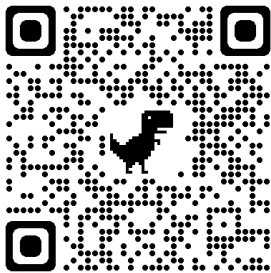
### 3.2. UNDERSTANDING THE **TRAVEL GUIDELINES** DURING COVID-19 TRAVEL ADVISORY

*Note: Following are the extracts and links from information posted by the Government of Canada. Please read further to know the arrangements made by CNIB to implement the following regulations mentioned by Government of Canada.*

### 3.3. FIND OUT IF YOU CAN ENTER CANADA

Please read carefully the information provided on the following link of Government of Canada website: You can either click at the link below to open it in a web browser or scan (with the phone camera) the QR code below.

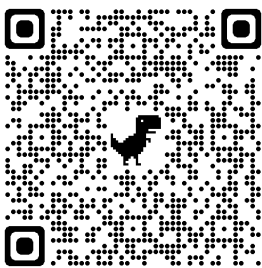
<https://travel.gc.ca/travel-covid/travel-restrictions/wizard-start>



### 3.4. COVID-19 VACCINATED TRAVELLERS ENTERING CANADA

Please read carefully the information provided on the following link of Government of Canada website: You can either click at the link below to open it in a web browser or scan (with the phone camera) the QR code below.

<https://travel.gc.ca/travel-covid/travel-restrictions/covid-vaccinated-travellers-entering-canada>



Carefully read complete information on the page including the Steps to follow for your trip.

### 3.5. COVID-19 TRAVEL: CHECKLISTS FOR REQUIREMENTS AND EXEMPTIONS



Please read carefully the information provided on the following link of Government of Canada website: You can either click at the link below to open it in a web browser or scan (with the phone camera) the QR code below.

<https://travel.gc.ca/travel-covid/travel-restrictions/exemptions>



### 3.6. CONSEQUENCES OF NOT FOLLOWING THE REQUIREMENTS

If ordered by the Border Officer at the arrival port, Quarantine or isolation is mandatory for people coming to Canada.

Quarantine and isolation plans are evaluated by government representatives at the border to determine whether they're suitable. This includes the risk to public health and the health and safety of those staying at the place of quarantine.

The Government of Canada requires that all travellers entering Canada who are required to quarantine, must abide by the [Quarantine Act](#).

### 3.7. CONSEQUENCES FOR FAILURE TO COMPLY WITH THE EMERGENCY ORDER

Failure to comply with this order is an offence under the Quarantine Act and could lead to **imprisonment and/or fines**.

Violating any instructions provided to you when you entered Canada is an offence under the *Quarantine Act* and could lead to up to:

- 6 months in prison **and/or**
- \$750,000 in fines

If you break your mandatory quarantine or isolation requirements and you cause the death or serious bodily harm to another person, you could face:

- a fine of up to \$1,000,000 **or**
- imprisonment of up to 3 years **or**
- both





The *Contraventions Act* provides police (including RCMP, provincial and local police) more power to enforce the *Contraventions Act*. They can now issue tickets to people who do not comply with the Act. Fines range from \$275 to \$1000.

### 3.8. YOUR QUARANTINE/ISOLATION PLAN

Regardless of your exemption from mandatory quarantine, you **must** demonstrate that you have an adequate plan for isolation to avoid infecting others. As per the Government of Canada, you are expected to make plans, within your own means, before travelling to Canada.

It is mandatory to electronically submit your isolation plan.

CNIB will guide you for your arrangements for the quarantine accommodation that is suitable and complied.

**Note:** All information about the Quarantine accommodation, transport and related protocols are applicable to you only in case required. Even though you must be fully vaccinated to arrive in Canada to study at CNIB, upon your arrival at the Canadian port, the Canadian Border services officer may determine that you require to isolate for quarantine purpose. This will be considered as a government order, and you must comply with it. The same is true for any accompanying traveller. Hence, you must be pre-prepared with a Quarantine Plan.

### 3.9. ASSESS YOUR QUARANTINE PLAN

**Before travelling to Canada**, all travellers, regardless of citizenship, must make suitable plans for quarantine, within their own means.

Access the following link and answer the questions to assess the suitability of your quarantine plan:

<https://travel.gc.ca/travel-covid/travel-restrictions/isolation/quarantine-start>



### 3.10. ARRANGE YOUR TRANSPORTATION FROM THE AIRPORT

Arrange your transportation to your quarantine destination. Please ensure your transportation meets the [Government of Canada's transportation requirements](#). While in transit in Canada you are required to:

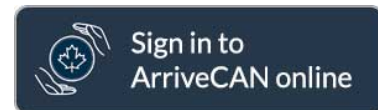


- avoid contact with others;
- remain in the vehicle as much as possible;
- if you need gas, pay at the pump;
- if you need food, use a drive through;
- if you need to use a rest area, put on your mask and be mindful of physical distancing and good hygiene practices.

### 3.11. USE ARRIVECAN TO ENTER CANADA

Use ArriveCAN to provide mandatory travel information on and after your entry into Canada. It only takes minutes to help keep Canadians safe.

Available for iOS, Android and online.



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#### 3.11.1. REQUIREMENTS FOR ENTRY AND AFTER ENTRY TO CANADA

##### **Requirements for entering Canada by air**

If flying to Canada as a final destination, Canadians and all travellers **must use ArriveCAN** to submit their:

- Travel details and contact information
- Quarantine plan
- Pre-Entry Test Results
- COVID-19 Vaccination Dose Information

You must use ArriveCAN **before you board your flight** to Canada. You will need to submit your information within 72 hours before your arrival in Canada.

Once you submit your information through ArriveCAN:

- a receipt will be displayed
- show the receipt to a Canadian border services officer when you enter
- you can show your ArriveCAN receipt from the app as a screenshot or printout



The ArriveCAN receipt shows that you've successfully provided your information. **It doesn't validate your eligibility to enter Canada, vaccination status, or essential travel status.**

### **If your travel details change before you enter Canada**

If you need to edit your information and have an ArriveCAN receipt, you need to start over and create a new submission. ArriveCAN will clear your previous information.

### 3.12. PRE-DEPARTURE INFORMATION SESSION - CNIB

Please attend the pre-departure information session organized by CNIB dedicated staff as this session will help answer all your questions related to your travel and quarantine.

This session will be arranged soon after you inform us of your positive Study permit and Canada visa approval.

A CNIB staff, skilled in your native language will communicate with you via email, phone (WhatsApp audio/video) and Google meetings. This Student Handbook will be discussed in detail with you during the information session.

Please expect to arrange the day of your travel after approximately 2 weeks from this information session.

### 3.13. DOCUMENTS

In addition to the documents required by the Federal and Provincial Government of Canada (explained above in the section 3.5 – COVID-19 Travel: Checklists for requirements and exemptions), you will need documents provided by CNIB to present at the immigration upon arrival in Canada.

**The border/airport agent will ask to see your supporting documents so do not pack these or other valuable papers in your checked luggage.**

International students entering Canada will need to provide the following documents:

- A **valid study permit** or a **letter of introduction** that shows that you were approved for a study permit
- **CNIB – Letter of Acceptance** (new students only)
- Travel Support Letter provided by CNIB
- Quarantine Plan
- Proof of negative COVID-19 test

### 3.14. BC COVID-19 SUPPORT APP

Along with the ArriveCAN App, this free app by the Government of British Columbia must be downloaded prior to your departure for Canada. This app is a central resource for accessing



personalized, trusted, evidence-based information about the COVID-19 pandemic. Updates will be made as provincial guidelines evolve to ensure that users are assessed with the most up-to-date recommendations.

### 3.15. MEDICAL INSURANCE

Ensure that you have the proper Travel/ health coverage for your travel, for the entire stay during the quarantine, AND for the entire stay in Canada until you receive the permanent residency status.

Kindly note that **CNIB makes it mandatory** for all students and co-arriving family members to purchase the Travel/health insurance prior to departure for Canada. **Travel support letters will not be issued** unless the students and co-arriving family members produce evidence of a travel insurance that covers their travel and for entire stay during the Quarantine period (extension of Quarantine included if required) in Canada. A continued Health Insurance is required afterwards during the entire study program. We strongly recommend that you purchase the insurance from the Health Provider connected with CNIB known as "Guard.Me International Insurance" which ensures that you are sufficiently covered while living in Canada.

### 3.16. BE PREPARED FOR THE WEATHER

If you are arriving in Canada in the winters, please prepare your warm clothes and footwear accordingly. The winters in Canada, can bring with it bitter cold, as well as winter storms of heavy snowfall, freezing rain, and a wind chill.

### 3.17. PACK YOUR ESSENTIALS

Make sure that you have adequate supply of personal essentials for your entire 14 day stay during the quarantine period including but not limited to: toiletries, prescribed or other essential medications, all necessary Personal Protective Equipment (PPE) including Face coverings/masks), sanitizer, sanitizing wipes, cash/credit card etc.

### 3.18. ADDITIONAL COSTS

Please be prepared for additional costs if you are required to quarantine for an extended period. This may be required if unfortunately, you are tested as positive for COVID-19 while being in quarantine.



#### 4. ON THE DAY OF YOUR FLIGHT

- Wear a mask or other face-covering on the way to the airport.
- Be prepared to pass through health checks conducted by your airline, and by the Public Health Agency of Canada once you arrive.
- Be prepared to show documentation if requested by border and airline agents
- Carry a travel-sized bottle of hand sanitizer (check with your airline to confirm what size travel bottles are permitted in your carry-on).
- Make sure you pack any medication you will need for the next 14 days in your carry-on bag.
- When arriving at Vancouver International Airport, [Canadian Border Service Authority](#) (CBSA) officials will assess all travelers, no matter their country of origin, upon arrival to Canada. A border services officer will ask you about the purpose of your visit and whether you are feeling ill or unwell, ask additional questions as part of their assessment and will look for signs of illness, regardless of how you respond to screening questions. The officers will refer any traveler they suspect is ill for a further medical assessment by the Public Health Agency of Canada.

#### 5. REQUIREMENTS AFTER YOU'VE ENTERED CANADA

##### 5.1. IF YOU ARE QUALIFIED FOR THE QUARANTINE EXEMPTION:

You may receive notifications and/or emails from ArriveCAN asking you to complete your daily reporting. If the border services officer confirms that you qualify for the quarantine and testing exemptions upon entry, you may ignore these notifications. Follow the instructions of the border services officer given to you at the time of entry, including the paper handout.

Reach at your planned accommodation and inform CNIB immediately via phone and email. If afterhours, leave a voice message and send an email. CNIB staff will contact you in suitable time for further process of enrollment and commencement/continuation of program.

##### 5.2. IF YOU DID NOT QUALIFY FOR THE QUARANTINE EXEMPTION:

If the Border Services Officer determined that you must quarantine, then follow the protocols as blow:

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##### 5.2.1. GETTING TO YOUR PLACE OF ISOLATION (FINAL DESTINATION)

With your pre-arranged transportation, please go directly to your place of self-isolation/quarantine and do not delay or stop along the way from the airport. You must wear a suitable non-medical mask or face covering while in transit. You must practice physical distancing at all times. You are responsible for all transportation costs.



- Go directly to your place of isolation without delay and stay there for 14 days from the date you arrived in Canada
- You must pre-arranged transportation or a Taxi to get to your place of isolation
- You must wear a medical mask (where possible) or suitable [non-medical mask or face covering](#) while travelling to your place of isolation unless you are alone in a private vehicle
- Practice physical distancing at all times and avoid contact with others
- We encourage all travellers to check [provincial and territorial restrictions](#)

Before and after coming out of the airport, Be considerate of the following:

- Text or call your CNIB designated contact to confirm your arrival;
- Wear a fresh face mask once you have departed the airplane;
- Proceed through immigration and baggage pick up while maintaining physical distancing and hand hygiene;
- Present appropriate documentation to the Canada customs officer;
- Move as quickly as possible through the baggage area and do not enter any stores in the airport;
- Load your own luggage into your transport vehicle (your private vehicle or private Taxi) car and sit as far away from the driver as possible if you are a passenger;
- Students, and any co-arriving family members, must be transported immediately to their designated quarantine location. Trips from the airport to the quarantine location must be uninterrupted and must not include any planned or unplanned stops.
- On arrival at the quarantine location, follow all instructions for COVID-19 safe check-in at your quarantine site.

### 5.3. MANAGING YOUR PLAN WHILE IN CANADA

After you arrive in Canada, a representative of the Government of Canada will call you to monitor compliance with your isolation. You are required to answer calls from [1-888-336-7735](#).

[Using ArriveCAN to manage your plan](#)

### 5.4. ARRIVECAN REPORTING

You **must** use ArriveCAN to:

- confirm that you've arrived at the address you provided for your quarantine or isolation location within 48 hours of your entry into Canada
- complete daily COVID-19 symptom self-assessments until the completion of your quarantine period or until you report symptoms
- If you don't complete your reporting after you've entered Canada, you may receive phone calls or public health follow-ups.



Government of Canada officials will call you to ensure that you're complying with your mandatory quarantine or isolation. You must answer calls from 1-888-336-7735 and answer all questions truthfully to demonstrate your compliance with the law. You may also receive a visit from a designated screening officer to confirm your compliance with the quarantine or isolation order.

If the provincial or territorial quarantine requirements in your area conflict with the federal quarantine requirements, please follow the directions that are more strict.

If you're directed to a designated quarantine facility, you won't have to report through ArriveCAN. However, you'll be subject to reporting requirements at the facility.

We recommend that you read detailed information about the use of ArriveCAN app at the following link:

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

## 5.5. COMPLIANCE DURING QUARANTINE

### 5.5.1. WHEN YOUR QUARANTINE STARTS AND ENDS

Your quarantine period begins **on the day that you arrive in Canada** (when the Border services officer determines that you must quarantine despite you are fully vaccinated)

For example, if you arrive at 8:15 am on Thursday, October 1, then Thursday is considered day 1 of your quarantine period. Your quarantine period would end 14 full days later, at 11:59 pm on Wednesday, October 14 if you received your Day-8 negative test result

If you begin to show symptoms during your quarantine, are exposed to another traveller with symptoms, or test positive for COVID-19, you must begin an additional 10 days of isolation.

### 5.5.2. WHILE IN QUARANTINE

- **Do not** leave your place of quarantine unless it is for a medical emergency, an essential medical service or treatment, to obtain a COVID-19 molecular test, or it is pre-authorized by a Quarantine Officer
- **Use only** private outdoor spaces (i.e. balcony)
- **Do not** have any visits from family or guests
- **Do not** use shared spaces such as lobbies, courtyards, restaurants, gyms or pools

### 5.5.3. QUARANTINING WITH OTHERS IN THE SAME HOUSEHOLD

Travellers who are under quarantine must avoid contact with anyone they did not travel with:

- stay in separate rooms



- use separate bathrooms (if possible)
- keep surfaces clean
- avoid sharing personal items
- limit interactions with others in the household

Co-habitants should also follow the guidance of their local public health authorities.

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#### 5.5.4. EXPECT CALLS, EMAILS AND VISITS FROM THE GOVERNMENT OF CANADA

The Government of Canada uses the information you provided in ArriveCAN to verify that you:

- arrived at your place of quarantine
- are providing daily symptom reports

You will receive live or automated calls. You must answer calls from 1-888-336-7735 and answer all questions truthfully to demonstrate your compliance with the law.

You will receive email reminders of your quarantine requirements.

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#### 5.5.5. GETTING A VISIT FROM A SCREENING OFFICER

You may also receive in-person visits from a screening officer at your place of quarantine.

Designated screening officers are contracted and trained to conduct on-site visits on behalf of the Government of Canada.

To protect your health and safety, screening officers wear personal protective equipment and will practice physical distancing.

Screening officers will:

- ask to speak to you by name
- show their company identification
- show their authorization from the Public Health Agency of Canada, which may be signed by hand or electronically
- ask you for Government-issued identification, such as passport or driver's license, to confirm your identity
- ask questions to verify you are following the quarantine requirements

Screening officers will not:

- ask to enter your home
- copy or retain your identification





- issue fines
- request or accept payment of any kind, including cash, for outstanding fines

#### 5.6. DAY 8 COVID-19 TEST DURING YOUR QUARANTINE

All travellers are required to take a COVID-19 test on arrival and another on Day 8 of their quarantine. Follow the testing instructions for your method of entry:

You should be tested for COVID-19 on the Day 8 of your quarantine period. You must inform CNIB about the test and results.

If the Border services officer determines that you must quarantine, you will receive a Home Test Kit. You will use this kit on day 8 of your quarantine at your quarantine residence without leaving the residence.

Your kit contains all of the instructions.

**Do not open your swab or tube** until you are instructed to do so. This can cause contamination or result in a delay in receiving your test result.

#### 5.7. DAY 8 TEST RESULTS

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##### 5.7.1. NEGATIVE RESULT FOR YOUR TEST

You can only leave your place of quarantine if you receive a negative result from your Day-8 test AND you have completed your mandatory 14-day quarantine.

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##### 5.7.2. POSITIVE RESULT FOR YOUR TEST

You must isolate yourself from others immediately for a period of 10 days that begins from the time you took the test with positive results (i.e. date/time of specimen collection). A government representative will call you to provide you with additional instructions.

#### 5.8. COVID-19 TESTING OR MEDICAL EMERGENCIES WHILE IN ISOLATION

You may seek testing or time-sensitive medical treatment, provided that you resume your designated quarantine immediately afterwards. During your isolation, you must undergo any health assessments that a quarantine officer requires

You must:

- wear a medical mask (if possible) or [mask](#)
- practice physical distancing at all times, where possible
- use private transportation only, such as your private vehicle
- follow any additional instructions from your local public health authorities



It is important that you read the detailed information provided by the Government of Canada regarding Travel restrictions on its website. Please see the link below:

[Mandatory isolation or quarantine – Travel restrictions in Canada – Travel.gc.ca](https://travel.gc.ca)

## 6. DAILY REPORTING WHILE IN QUARANTINE – CNIB

Starting from day 1 of the quarantine, student and co-arrived family members are required to complete the following:

- Quarantine - Daily Screening Questionnaire (Easy to complete online, from your phone or tablet) to be completed and sent before noon each day
- Telephone Interview – Each day the Institute dedicated staff will contact you to discuss your well-being and to analyse your physical, social, and mental, and other needs

Institute expects that complete and accurate information is shared with the staff so that we can assist you during your stay.

Note: Institute must keep a record of your Quarantine stay for a long time to enable contact tracing to occur should by any chance you or your family member develop COVID-19 symptoms during the time frame following the completion of Quarantine period.

## 7. CNIB REPORTING TO HEALTH CANADA TO ENFORCE THE QUARANTINE ACT

If the Institute staff dedicated to monitor your travel to the quarantine accommodation, and your entire quarantine stay suspects or finds out that you (student) or any of your co-arrived family member has breached the regulations, the Institute will immediately contact the Health Canada and local Police Department for reporting. The Ministry of Advanced Education and Skills Training will also be notified of such breach by the student and/or family member.

## 8. SUPPORT DURING YOUR QUARANTINE STAY

CNIB is committed and prepared to provide complete initial support to the newly arrived students and their co-arriving family members for the complete duration of the Quarantine and further extended support post quarantine leading to the beginning of the study period.

Firstly, the essential needs including but not limited to those mentioned below are looked after:

### 8.1. MEDICAL CARE (INCLUDING TESTING)

CNIB designated staff will contact the student and family member each day via phone call to enquire about the physical and mental well being of the guests. This will continue throughout the quarantine period.



CNIB makes it mandatory for all students and co-arriving family members to purchase the Travel/health insurance prior to their departure for Canada. Travel support letters will not be issued unless the student and co-arriving family member produce evidence of a travel insurance that covers their travel and for entire stay during the Quarantine period (extension of Quarantine included if required) in Canada. A continued Health Insurance is required afterwards during the entire study program. CNIB's health insurance provider "guard.me International Insurance" provides the required support for all medical needs.

If a student or family member requires Medical care for an issue not related to COVID-19 during the quarantine, CNIB designated staff will discuss various options and assist them to access medical support. The options include:

- Virtual Medical Care through mobileDOCTOR provided by guard.me. This service allows the guests to connect with Doctors on phone, tablet or computer and can prevent the need to leave the quarantine accommodation to go to a walk-in clinic or emergency room.
- Access to close by pharmacies for door delivery of prescription or non-prescription medicines

All other medical issues supported by services from guard.me. More information can be obtained from <https://www.guard.me/guard-me.php>

## 8.2. MENTAL HEALTH AND SOCIAL SUPPORT

Staying in Quarantine for 14 days with no in person socializing possible and that too immediately upon arrival in a new country can be very daunting for every person. Such situation can no doubt contribute to a new mental health issue and can also trigger and add to an already existing condition. Feeling homesick can add to the situation.

CNIB is committed to providing a pleasing and supportive environment to students and their family members. Institute dedicated staff is skilled in various languages and can engage with students well linguistically and culturally.

External support services are also available, and Institute designated staff will each day remind the guests (students and family members) about these services. Some are listed below:

### *Mental Health Information Resources*

- ✓ Mental Wellness Student Support Program provided by guard.me International Insurance. This Student Support Program (SSP) is known as keep.meSAFE and uses linguistically and culturally matched licensed clinicians providing students and family members a welcoming and comfortable platform to seek help. More information can be found at [keep.meSAFE | guard.me](https://www.guard.me/keep-meSAFE)
- ✓ Information provided by the Canada Government can be found at [COVID-19: Taking care of your mental and physical health during the pandemic - Canada.ca](https://www.canada.ca/en/health-services/article.aspx?article_id=68444)



- ✓ Information provided by the Mental Health Commission of Canada can be found at [Resource Hub: Mental health and wellness during the COVID-19 pandemic | Mental Health Commission of Canada](#)
- ✓ Information on COVID-19 related stigma, and anti-racism supports can be found at [covid19-stigma-guide.pdf \(who.int\)](#)
- ✓ Information on COVID-19 needs in diverse communities can be found at [Addressing COVID-19 needs in diverse communities - Canada.ca](#)
- ✓ Information on Mental Health during COVID-19 by BC Centre for Disease Control can be found at <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/mental-well-being-during-covid-19>

As required, Institute will also connect students and family members with the social and community resources based on our assessment.

## 9. CLASSES DURING QUARANTINE PERIOD

It is important to contact your CNIB designated representative if you have any questions during your quarantine period. It is also important to stay connected with CNIB regarding your enrolled education program as your classes may start during your quarantine period. Where possible, CNIB staff will also discuss virtual social activities where you can participate with and meet other students.

Depending on the arrival schedule, you may begin online classes during your quarantine period. If this does occur, the additional monitoring will add another layer of monitoring on your condition during the quarantine period by teachers and other students. School orientation activities and classes will also help maintain a regular routine for you in quarantine.

For your mental health well-being during the quarantine period, it is strongly suggested that you:

- Stay connected to friends and family via text, email, facetime, etc.; and,
- Monitor your physical and mental well-being. If you are not feeling well, use the British Columbia's COVID-19 self-assessment tool (<https://bc.thrive.health/covid19/en>) to help determine if you need further assessment or testing. If you cannot use the online tool please contact HealthLink BC website at <https://www.healthlinkbc.ca/> and follow the Covid-19 related instructions or call HealthLink BC at 8-1-1.

CNIB designated staff will also schedule your initial orientation to your school and program during this period. The designated staff will provide you with an overview of your class schedule and establish times for you to interact with faculty, staff, and other students.



## 10. COMPLETION OF QUARANTINE PERIOD

Completion of the 14-day quarantine isolation period for students and any co-arriving family members will be based on the daily monitoring of each individual's health as communicated to Institute designated representative and attested to in the daily Quarantine log.

An individual who has successfully reached day 14 of the quarantine safely without developing symptoms is considered to have completed the quarantine.

## 11. POST-QUARANTINE PERIOD

CNIB is committed to ensuring the safety of our students and the people they meet during their program of study in Canada. This means that CNIB will continue to monitor our students post quarantine, during their studies and throughout their integration into the community over their course of study in Canada. As part of this process CNIB will provide an orientation session for all new arriving students (international and domestic) regarding the availability of culturally appropriate primary health, mental health, and social services in the Region.

CNIB will work with students and any co-arriving family members to provide Covid-19 resources not only in English and French, but also in additional languages where needed to ensure clear and concise communication. Our health provider **guard.me** provides mental health services in a multitude of languages.

It should be noted that for the foreseeable future, or until such a time as the provincial Government and local public health authorities indicate policy changes relating to Regional Reopening, all counsellor-student meetings will be held virtually as will all staff meetings.

To help facilitate this monitoring, CNIB:

- Regularly reminds students of the proper Covid-19 safety and hygiene procedures they should follow both at school and when they are not in school.
- Offers mental and physical health supports, antiracism and COVID-19 stigma support.
- CNIB will advise students (pre-arrival and regularly during their program of study) that their right to enter and remain in Canada to study is a privilege and with it comes a responsibility to protect both themselves and Canadians.

Following a student's quarantine period and in all related student staff interactions, the **Communicable Disease Prevention Plan** will be strictly followed.

We wish you a safe journey and look forward to welcoming you at CNIB for the upcoming session.

If you have any queries regarding the information provided in this handbook, please contact us via email at [admissions@cnibbc.ca](mailto:admissions@cnibbc.ca) and provide your details such as Full Name, Student Id.

We will contact you to answer your questions.

All the Best 😊