



Oxford International North America
COVID-19 Health & Safety Plan
Ontario

COVID-19 Health & Safety Plan

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1. Introduction

To ensure an environment during the COVID-19 pandemic, we are prioritizing the health and safety of both students and staff as we reopen our facilities, and look forward to welcoming students again from abroad. Our team is committed to upholding the highest standards of cleanliness throughout our facility, and in light of the dramatic changes to public health guidelines due to the COVID-19 pandemic, we have updated or enhanced many of our hygiene and safety protocols to help ensure the safety and security of everyone who walks through our doors.

We have also implemented robust COVID-19 related policy through close analysis of the various provincial/state and federal government and health authority guidelines, including, Health Canada, [*the Government of Canada's Guidance for Post-Secondary Institutions During the COVID-19 Pandemic*](#), and the government of Ontario. As such, OIEG will meet the requirements indicated above for as long as it appears on the federal list of designated institutions.

2. Facilities Management

To ensure the safety and wellbeing of our staff and students, working in collaboration with our building authorities, the following measures are in place to ensure our facilities are suitable and prepared for a return to operations:

- Janitorial/School staff will frequently clean high touch surfaces (door handles, elevator buttons, and washroom countertops) in the commons areas and complete the regular night cleaning schedule.
- Elevator use will be limited to 2-3 people per elevator. Stairwells will be made available for use but monitored closely.
- Appropriate signage will be presented in the building lobby, stairwell entrance, and our school main entrance door, to reinforce social distancing measures in the event of people crossing in corridors and stairwells. Additionally, signage with instructions as to the steps staff and students should follow if they suspect themselves or others to be demonstrating symptoms of COVID-19 will be displayed throughout the school(s).
- Hand sanitizer will be available in our building ground floor lobbies as well as in the school common areas.

3. Staff, Student, and Accommodation Training and Preparedness

Staff and student assessment and communication will be a major focus of the OI North America health & safety plan, to ensure everyone is on the same page in terms of behavioural expectations and limitations.

(a) Staff Preparation & Training:

- To reduce the number of staff members in the workplace, an assessment will be made of all staff members, the nature of their roles, and where possible, an extension to remote work options will be made available to those employees who are deemed able to successfully fulfill their role in a remote capacity. Virtual team meetings will also be prioritized wherever possible.

- Assessment of overall office dynamics, and the spaces staff would normally occupy, will be conducted, and staff will adapt accordingly.
- Working hours/the work day will be extended when appropriate, again to avoid over-use of shared work spaces.
- When travelling to work, staff should follow health and safety guidelines provided by local public transport providers. If possible, staff should use alternative transport options, avoiding public transport where possible.
- All staff members will attend remote online training sessions, led by members of management, to ensure that all members of the workforce feel prepared and comfortable with the measures taken by the OI NA team to restart in a safe and thorough manner. This will include communicating all points covered in this document to also ensure expectations of staff.
- A revised staff travel policy will be made available to staff members whose roles involves either national or international travel, to ensure they comply with provisional/state safety guidelines when doing so.
- All staff will continually enforce all measures outlined in the Student Guidelines document when communicating and observing students, reporting any health or guideline violations to their respective manager or school director.

(b) Students:

- As per the steps taken to prepare staff, most of the above will also apply to students.
- If needed, lesson/break times will be staggered, and the usual timetable reworked and expanded outside of normal hours to ensure social distancing measures can be observed effectively.
- Social programme activities will remain online for the immediate future until guidelines provided by provincial, state, and federal governments deem these to be safe to do in person.
- All students will attend remote online guideline meetings and training before returning to, or commencing, lessons at school facilities. This will include training on how to deal with suspected contraction of COVID-19, of themselves or others.
- Online lessons will remain in place for students who wish to continue with this option, where available.

(c) Student (and accompanying family members) Pre-Arrival, Arrival, & Accommodation:

- Prior to arrival In Canada, students and accompanying family members (applicable throughout the following section when simply “students” are referenced) will be provided with clear instructions and documentation to students on the required protocol for safe travel, quarantine, and behavioural expectations upon arrival in Canada.
- Students will be asked to declare if they have demonstrated any symptoms of, or contracted COVID-19, in the period prior to their date of travel to Canada.
- In addition, students will be informed of the government of Canada’s requirement to provide a negative COVID-19 test results taken no more than 72 hours prior to their time of travel to Canada, and to spend 3 days in quarantine at a federal government-authorized hotel at their port of entry to Canada.

- Student will be informed that with a clear test result, they can proceed to the quarantine site identified in their quarantine plan, and that ten days into their quarantine, the student will use a take-home test provided at their arrival in Canada. A further clear result is required before leaving quarantine at 14 days.
- Students will be sent, and return signed, a copy of the COVID-19 International Student Safe Travel, Arrival and Quarantine Protocol and Checklist, and Self-Isolation Plan, as well as any self-isolation plan forms required by provincial/state authorities, ensuring they are aware of behavioural expectations, and are able to follow the various guidelines and protocol accordingly.
- Students will be made aware of their requirement to comply with the Government of Canada's Quarantine Act, including the penalties of violation of the Quarantine Act, which include up to 6 months in prison and/or \$750,000 in fines.
- Students will be required to download and use the ARRIVECAN app (in addition, the BC Covid-19 app in Vancouver) on their phones or devices, to further aide self-monitoring and daily symptom checking, in addition to OI's internal daily monitoring protocol in place.
- Students will provide evidence of having appropriate medical insurance, effective as of the date of the students' arrival, which includes coverage for COVID-19.
- For students under 18 years of age, custodianship paperwork will be required as standard, as well as signed health authorization from their parent/guardians.
- Students will be provided with details of a designated quarantine site that is equipped to follow necessary procedures to provide a safe, comfortable, full-service two-week COVID-19 quarantine period.
- Students in Canada will be required to be tested for COVID-19, or be examined by a medical professional, before the end of the quarantine period, following the specific requirements of provincial government requirements. If a student or staff member needs to be tested for COVID-19, OI will provide transport (following the strict transport protocol outlined in this section) to and from one of the assessment centres listed in Appendix 6; COVID-19 Assessment Centres. For tests required during the quarantine period, OI will adopt any mid-quarantine requirements set by Ont. Health and maintained in accordance to requirements.
- Students will be required to submit a daily health declaration to their OI contact staff member, (in Toronto, Accommodation Coordinator, Jocelyn Ho), and will receive a daily phone call from local government authorities. These phone calls must be answered every day.
- For the quarantine period, students will be required to stay at one of the accommodation options provided by OI. For hotel accommodation options, students will be directed to those hotels approved and listed in Language Canada's Study Safe Corridor plan, all of which have implemented rigorous COVID-19 operating procedures as per the Hotel Association of Canada's Best Practices, Operating Procedures and Considerations for Hotel Guests in Self-Isolation (Canada only).
- For both the quarantine period and beyond, all host families, student residences, and accommodation partners will be provided new hygiene and services guidelines to ensure the health and safety of all parties.
- Homestay hosts and accommodation providers will be required to read and sign Oxford International's Homestay Host Student Quarantine Agreement in order to be confirmed as a student accommodation option.

- Clear communication guidelines will be established between the accommodation provider and the school student services team (in Toronto, Jocelyn Ho).
- Currently, new students to Canada will have to self-isolate upon arrival for 14 days and during this time can attend classes virtually and will require computer/laptop/ and high-speed internet to attend classes.
- Appropriate student support plans have been established to ensure students are supported appropriately during their quarantine period, including regular phone calls from an assigned Oxford International staff member (in Toronto, Jocelyn Ho). Virtual social programme options will also be provided.
- This will include information and accessible support channels regarding COVID-19 stigma and anti-racism support related to COVID-19. This is also something that OI will also address internally, and monitor at each of the three schools in North America (in Toronto, by school Director Kelly Rooney, and Jocelyn Ho).
- Residences, a selection of hotels, and host families will be selected to provide the 14-day isolation period for new students to Canada.
- New students to Canada will be required to use the airport chaperone and transfer service provided by the school, following the health and safety plan of Oxford International accordingly. Students must call or text the student services number provided to confirm their arrival and estimated time of arrival to their accommodation location.
- Arriving students will be provided with a mask and hand sanitizer upon arrival.
- All airport transfer drivers will wear masks and gloves, and will travel directly from the airport to the pre-arranged quarantine location.
- All passengers are required to wear a mask and use the available hand sanitizer upon entering the vehicle.
- Social distancing in the vehicles will align to the rules and regulations of government and airport driving authorities.
- A thorough cleaning of vehicle interior services will be conducted following each ride and all working areas will be cleaned and disinfected daily.
- Provide all parties with a student/staff-specific emergency action plan outlining the steps that would be taken in the event of demonstration of COVID-19 symptoms.
- Students planning to travel to other provinces/states within Canada during their stay must give the school 2 weeks' notice that they intend to do so, and follow the recommended personal hygiene and physical distancing guidelines.
- All students will be made aware of the additional costs of the various quarantine services provided by OIEG. Any student who chooses not to proceed with their educational experience with OIEG as a result of these additional costs will be provided with appropriate refunds of any other fees or tuition paid in advance in accordance with OIEG refund policies.

(d) Post Quarantine Student Support

- In addition to the various forms of support during the quarantine period mentioned above and in the OI Student Quarantine Support Guidelines, OIEG will continue to support students and accompanying family members when the quarantine period has ended.

- This will include mental and social support, anti-racism and stigma information, as well as ensuring students are aware of the standard COVID-19 compliance set out by the federal and relevant provincial governments, including social distancing and hygiene protocol.

4. Controlling Access

In addition to the measures taken in collaboration with our building managers and co-tenants in our Vancouver and Toronto locations, the following will be enforced at all our North American facilities to best control the areas that are made available as part of the return to operations:

- Both office and classroom layouts will be reconfigured (office and classroom desks, social space seating) to ensure that social distancing measures are adhered to.
- Barriers and dividers will be employed, where appropriate.
- Any mail and package deliveries will remain untouched for 24 hours, and wiped down before being opened.
- Staggered entrance times (if needed) for both students and staff to avoid a build-up in one area to ensure social distancing is practiced.
- Food and drink vending machines will be made unavailable.
- Staff and student fridge/freezer and microwave shared access will not be permitted.
- Gatherings in social common spaces will not be permitted, with all furniture moved or removed (or marked with seating decals to ensure social distancing) from these areas to ensure that social distancing is enforced.

5. Social Distancing Plan

Above all else, the message from world governmental and health authorities has been to observe social distancing measures, and avoid points of contact as the primary, and most essential tool in avoiding the spread of COVID-19. As such, the policies and measures discussed throughout this document contribute to this policy, but specifically to the physical distancing, the below will also be implemented:

- Capacity charts for all classrooms, staff and meeting rooms, reception, lounge and computer area will be revised to allow for physical distancing standards.
- All desks and personal work areas to be spaced 6 feet apart.
- Tape will be added to the floor to indicate student/staff “space”.
- All public areas will be configured to include wider aisles and orderly queues, where needed. Some walkways will be designated “one way.”
- Where possible, public access doors will be designated as either entrance or exit only, to limit cross pedestrian traffic and personal contact.
- Where possible, a staff member will monitor entrance/exit usage, to ensure pedestrian traffic doesn’t become an issue.
- At class start, end, and break times, staff will police designated areas ensuring students exit/enter closed spaces one-by-one.

6. Cleaning & Hygiene Practices

As with the social distancing practices discussed above, the following measures will be taken to ensure best hygiene and cleaning practices in our buildings and OI school facilities:

- All facilities to be thoroughly cleaned and disinfected before reopening begins.
- Hand sanitizer will be made available in the building lobby as well as the entrance of school facilities.
- Signage will be universally visible throughout, promoting regular hand washing and sanitizing and social distancing.
- All office staff and teachers will have access to disinfectant cleaning products to clean desks, chairs, and other equipment (computers, etc.) between shifts and classes.
- Use of shared learning tools will be kept to an absolute minimum (computers, books, etc.), and cleaned between each use.
- Where possible/appropriate, staff will wear plastic gloves when sharing tools or handling shared items (documents, computers, etc.).

7. Policy Communication

Well-established systems and line of communications to ensure trust in all parties will be a key part to ensuring our restart plan is executed with accuracy and professionalism. To ensure this, the following will be in place:

- Clear and consistent lines of communication will be established between management and general staff to ensure best practice measures are followed.
- Clear and consistent lines of communication will be established between the school and students.
- Two-way communication will be established with students, in the form of an assigned staff member for in-person and remote contact, as well as regular feedback surveys to ensure a) staff and students are adhering to terms of the policy, and b) staff and students are comfortable with the measures introduced.
- Clear staff expectations communicated in person and in writing.
- Staff will be informed of relevant revisions to the company sick leave policy, which will outline the requirements for staff to stay away from school facilities if they have demonstrated symptoms of COVID-19 in the last 10 days.
- HR policies communicated in person and in writing with staff to ensure understanding of any additional new items such as caregiver leave, etc.
- Staff members over the age of 65, and those that are known to have pre-existing conditions, will be consulted to ensure they are aware of the precautions included in the restart plan that apply to them specifically. Reasonable extra accommodations will be made to ensure these staff members feel comfortable working from school facilities if they are unable to work remotely.
- Key aspects of operating policy under the protocol outlined in the OI Restart Plan and accompanying documents, as well as any announcements regarding possible or actual COVID-19 outbreaks, will be communicated via company social media, websites and other virtual outlets.
- At our Toronto location, school Director Kelly Rooney is the main point of contact and communication from the senior management team. All parties will primarily be contact by email, with phone/text message secondary methods.

- Records of all student and staff screening, student quarantine completion, case management of suspected cases of COVID-19, and all other relevant record keeping will be managed by Accommodation Coordinator, Jocelyn Ho, and line managed by school Director, Kelly Rooney.

8. Dealing with a student displaying COVID-19 symptom

In the event that a student demonstrates symptoms of COVID-19 while at school or in quarantine, the following steps will be followed:

- The student must isolate immediately in their bedroom, informing the school and/or homestay or residence contact immediately (if accommodation provided by OI NA). If hotel accommodation, OI management will contact hotel contact, rather than student directly to ensure clear communication of the situation.
- Homestay or residence contact will gather all other students in an outdoor common space, to ensure they do not come into contact with the student, or any surfaces/areas the student has touched.
- All persons that have come into close contact with the student, specifically those in the student's class or "group", would also follow the above, and below, steps, and follow self-examinations steps provided by OI, to evaluate their own health.
- Together with OI management member, the student will contact the local health authority, and take the recommended steps (go to the hospital, continue self-isolation, etc.).
- If post-quarantine, OI management will also contact the local health authority and follow operating guidelines for the school, and instructions for staff and students sharing common spaces with the student in question, ensuring the student remains in isolation at the school until further instructions are received.
- A thorough, professional cleaning of all areas the student has occupied will take place, and any other rooms and areas he/she/they has/have frequented during his/her time since arrival.
- Oxford International staff will then continue to closely monitor the student, homestay contact, and all other student and staff considered at risk, implementing risk assessment measures outlined in training, such as taking temperatures of all students daily, and further ensuring they are aware of symptoms to be aware of. Again, local health authority guidelines will be followed regarding school operations.
- At our Toronto location, school Director Kelly Rooney will be the primary contact person for both reporting suspected or actual cases of COVID-19, and the main point of communication with the relevant parties (accommodation partners, health authorities, etc). Further details, including location-specific contact information can be found in the OI Case Management Communications Plan (Appendix 3).

9. Staff & Student Guidelines & Expectations

The below guidelines are intended to clarify the revised role and responsibilities of our OI North America team, to ensure expectations are understood and met as we gradually move back to normal operations.

All Staff & Students

- Upon entering the general building, staff & students must use the hand sanitizer provided on the ground floor, and observe the 2/3-person maximum capacity (depending on location) when using the elevator.
- When entering school facilities, hand sanitizer provided must be used immediately.
- Everyone must observe general social distancing measures at all times; avoiding physical contact completely, keeping 6 feet apart at all times.
- Staff must wipe down all work tools and materials needed at the start and end of each day, and periodically throughout the day if a shared resource.
- Staff must clean general work spaces with cleaning products and tools provided at the beginning, end, and periodically throughout the day, every day.
- Whenever possible, staff & students must not share tools and materials, such as pens, teaching resources, etc.
- Some common facilities will not be available, including vending machines, water dispensers, and refrigerators. Students and staff will be required to provide their water and other refreshments.
- Food and drink consumed must not be shared with others.
- Hand sanitizer must be used before and after using communal facilities, such as storage units and photocopier.
- Any mail and package deliveries will remain untouched for 24 hours, and wiped down before being opened.
- Everyone must closely monitor their own general movement around the school, avoiding pedestrian traffic in close spaces such as corridors, stairwells, and doorways.
- Everyone must observe room/space capacity chart guidelines at all times.
- Social gathering in the staffroom or lunch room is not be permitted.
- Everyone must observe signage and other visual instructions at all times.
- All staff and students must have a mask at all times, and wear when appropriate; in high volume areas, when social distancing is not possible, and whenever asked to do so by management.
- Depending on local government guidelines, use of masks may be more strictly required at some centres.
- Observe signage and other visual instructions at all times.
- If staff or students are unwell with high fever, cough, runny nose or any COVID-19 symptoms, they must remain home and contact their immediate supervisor or school director.
- If a student or staff member is aware that they have come into contact with a person with COVID-19, they must inform a member of OI management team (Vancouver, Acting Director Alex Dolata), self-isolate, and call 811. Equally, if an immediate family member, roommate, or persons living at the same address develop COVID-19 symptoms, staff members and students should contact their OI contact person before attending work/lessons at OI facilities.
- Where possible, staff in close contact with persons demonstrating COVID-19 symptoms should work remotely, in coordination with school management.
- At the end of each work day, all staff will be required to sanitize their work space areas.
- Staff and students will be routinely screened by a member of the management team, via the staff/student COVID-19 screening form, to assess whether any individuals are demonstrating

symptoms of COVID-19. Anyone entering school facilities must also complete and sign the COVID-19 Health Declaration form.

- Students planning to travel to other provinces within Canada during their stay must give the school 2 weeks' notice that they intend to do so, and follow the recommended personal hygiene and physical distancing guidelines.

Teachers

- Teachers should use their classrooms as their primary work space, and only use the staffroom for materials and copier access, strictly observing the capacity chart limits when doing so.
- The classroom must be reconfigured correctly at the start, end, and through the day, every day, to ensure social distancing is enforced.
- All measures outlined in the Student Guidelines document must be continuously re-enforced when communicating and observing students.
- Staggered and single file movement in and out of the classroom must be enforced, ensuring social distancing is observed.
- Lessons should be planned affectively to avoid activities and tasks that would normally involve students working in groups or close proximity.

Additional Requirements (All Staff)

- Prior to the official restart at any of our schools, all staff will be required to attend online training sessions to ensure all parties are aware of their revised roles and responsibilities. This includes training on protocol specific to dealing with suspected outbreaks of COVID-19.
- All staff are responsible for enforcing the measures and requirements outlined in the Student Guidelines document – if you see students not following the guidelines, it is your responsibility to remind them of what is required.
- Along with the above, staff should report any breaking of the guidelines that they observe, either by fellow staff members or students, to the Toronto school Director, Kelly Rooney.
- School operating hours may be extended beyond the timeframe usual followed to ensure measures in the restart plan are followed. As such, staff should be prepared and flexible to the idea of their working hours changing slightly in the immediacy.

Visitors

- Visitors should have made an appointment ahead before entering school facilities, where possible.
- Visitors must have a mask at all times, and wear when appropriate; in high volume areas, when social distancing is not possible, and whenever asked to do so by OI staff.
- Visitors entering school facilities must also complete and sign the COVID-19 Health Declaration form.

10. Further Information

For further information and reference to all the provincial/state government guidelines and protocols that our three North America locations are working in coordination with, please see the following links:

Vancouver:

http://www.bccdc.ca/health-info/diseases-conditions/covid-19?utm_campaign=20200311_GCPE_AM_COVID_2_NOTIFICATION_BCGOV_BCGOV_EN_BC_NOTIFICATION

Toronto:

<https://covid-19.ontario.ca/>

San Diego:

<https://covid19.ca.gov/>

Additionally, the Oxford International COVID-19 Health & Safety plan, as well as general COVID-19-related updates, are available on the Oxford International website: www.oxfordinternationalenglish.com

Appendix 1; COVID-19 Student Quarantine Support Guidelines

We at Oxford International prioritize the health and safety of our students, staff, and partners as we re-open our facilities, and our team is committed to following the various guidelines and protocols set out by provincial, state, and federal governments and health authorities to deal with the current COVID-19 pandemic. As such, we have updated or enhanced many of our hygiene, safety and student services protocols to help ensure the safety and security of everyone associated with the operations of Oxford International. To ensure our students, and any accompanying family, are well supported during the 14-day quarantine period and beyond, the following guidelines and protocol will be followed:

During the 14-Day Quarantine Period

Basic provision of appropriate accommodation, meals, and additional day-to-day supplies and support will be provided by the accommodation host/provider, the details of which can be found in the OI Homestay Host Student Quarantine Agreement, and the OI International Student Quarantine Plan. Beyond those services, the below protocol will be in place:

- An OI staff member will be assigned to provide student support during quarantine and beyond, ensuring students know, and are comfortable with, a specific member of the OI student services team at their OI location.
- Students will receive a daily “pop-in” phone call from their designated OI student support staff member, allowing students to express any concerns or worries regarding their mental or physical health, and ensure they are following quarantine guidelines. This will also allow the OI staff member to assess how the student is managing the quarantine process.
- The designated OI staff member will also check in with the accommodation host/provider, to ensure they are following the steps outlined in the Homestay Agreement document, and also get further feedback on how the student is coping and following quarantine protocol.
- Students will be provided with details and contacts of the various provincial and federal quarantine and COVID-19 support services, to ensure positive mental health can be maintained during and beyond the quarantine period.
- Students will be provided with local health authority contact details and information, and provided with instructions as to what they should do in the event they become ill, or suspect they may develop symptoms of COVID-19.
- In addition to the above, similar information will be provided regarding anti-racism support related to COVID-19. This is also something that OI will also address internally, and monitor at each of the three schools in North America.
- The assigned OI student support staff member will ensure students in quarantine are aware of the virtual social programme activities that are available each day as part of OI’s virtual social programme, encouraging them to take part to avoid students feeling isolated, and instead part of the OI community.
- A member of the academic staff will check in with students regularly to ensure they are enjoying and benefiting from their virtual classroom experiences, providing support if necessary.

Post-Quarantine Period

- In addition to the various forms of support during the quarantine period listed above, OIEG will continue to support students and accompanying family members when the quarantine period has ended.
- This will include mental and social support, anti-racism and stigma information, as well as ensuring students are aware of the standard COVID-19 compliance set out by the federal and relevant provincial governments.

Appendix 2; COVID-19 Homestay Host Student Quarantine Agreement

We at Oxford International prioritize the health and safety of our students, staff, and partners as we re-open our facilities, and our team is committed to following the various guidelines and protocols set out by provincial, state, and federal governments and health authorities to deal with the current COVID-19 pandemic. As such, we have updated or enhanced many of our hygiene and safety protocols to help ensure the safety and security of everyone associated with the operations of Oxford International, including the standards and guidelines we ask our Homestay and accommodation partners to follow. This agreement outlines the additional Homestay host requirements introduced in response to the new challenges presented by COVID-19. Please read, sign, and return to our homestay coordinator, who will also be able to answer any questions you have.

Government of Canada; Quarantine Act

The Government of Canada has put in place an [emergency order](#) under the *Quarantine Act*. It applies to all travellers arriving in Canada. Its purpose is to slow the spread of COVID-19 in Canada. Failure to comply with this order is an offence under the *Quarantine Act*.

Under the Quarantine Act, all students arriving to Canada **must** quarantine (self-isolate) for 14 days, even if they do not have symptoms. The penalties of violation of the Quarantine Act include up to 6 months in prison and/or \$750,000 in fines. Further information can be found at the following link:

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>

Self-isolating with a Homestay family

For students staying with you, the 14-day quarantine period will mean the following:

- Students **must** stay in their room at all times, other than to use washroom facilities, or in case of an emergency.
- At times when the student has to leave their room, protocols must be followed; wear a mask at all times, remain at least 2 metres from all family members, avoid contact with surfaces wherever possible.
- Students **must not** enter common social spaces, such as the kitchen or living room.
- Students must contact (by phone or text message) the host family contact if they need anything from outside their room.
- Students must bring with them the following items; 60 disposable face masks OR 30 disposable and 1 reusable cloth face mask, one large bottle of quality hand sanitizer; one box of Nitrile gloves, and a thermometer.
- Students must package up their own garbage, dining items (plates, glasses, etc.) and laundry, leaving outside the door for the host family contact to collect and remove.

Homestay Host Responsibilities

As the accommodation provider during a student's 14-day quarantine period, you are responsible for ensuring they can do so in a safe, successful, and relaxed manner. This means you will be expected to do the following:

- Ensure the student's bedroom is thoroughly cleaned and prepared before arrival.
- If the bathroom facilities are shared, ensure that these are thoroughly cleaned between every use.
- Provide three meals per day. Meals must be left outside the student's door.
- Where possible, provide food and drink using disposable plates, cups, and cutlery.
- Provide the student with standard complimentary amenities (e.g., water, tea, coffee, napkins, etc.) and non-perishable type food items to limit the need to make numerous daily deliveries.
- Provide adequate toiletries, linens and other supplies.
- Required linens, laundry, and toiletries must be left outside the student's door. All linen and laundry will be laundered by the homestay host.
- You **must not** enter the student's room during the 14-day isolation period, apart from in the event of an emergency. Cleaning and housekeeping services will not be provided.
- Provide several large trash bags for disposal of any trash. A time should be arranged for the student to leave full bags outside their door, for collection.

Host families will also be required to:

- Be empathetic to the situation the guest is in. Students may find the prospect of self-isolating stressful, so be as friendly and calming as possible throughout the 14-day period.
- Adhere to rigorous hygiene, cleanliness and physical distancing practices.
- Check that the student has the contact number of Oxford International's homestay coordinator, and that they know that they must call or text that number immediately if they feel unwell or demonstrate symptoms of COVID-19.
- Provide the student with a contact number that can be reached by calling or texting at all times.
- Remind the student to contact their family and friends regularly.
- Monitor the student to ensure that they do not leave their room. If the student fails to comply to the terms of the quarantine period, you must contact Oxford International's homestay coordinator immediately.
- If you think the student is unwell, or demonstrating symptoms of COVID-19, you must contact Oxford International's homestay coordinator immediately.

By signing this document, you agree to follow the Homestay host quarantine guidelines as laid out above during a student's 14-day self-isolation period being carried out in your home. In addition, you accept the following:

- By failing to provide the required service and conditions to students that are self-isolating, you risk facing legal penalties as part of the Quarantine Act.

- You confirm that you and any other members of the household are free of COVID-19 symptoms, and do not fall within the “vulnerable” criteria as outlined by the health authorities of Canada (over 65 years of age, relevant pre-existing health conditions).
- By failing to provide the required service and conditions to students that are self-isolating, you risk contributing to the spread of COVID-19 in the community.
- By hosting a student arriving from outside of Canada, there is a risk you or a family member may contract COVID-19.

Commitment to this plan

I, [HOST NAME] _____, confirm that I understand the importance of the quarantine procedure for students arriving in Canada, and will follow all criteria provided in this document, as well as all requirements provided by the governments of Canada/USA, for a full 14 days.

Signature: _____ Date: _____

Appendix 3; COVID-19 Case Management; Strategy & Communication Plan

We at Oxford International (OI) prioritize the health and safety of our students, staff, and partners as we re-open our facilities, and our team is committed to following the various guidelines and protocols set out by provincial, state, and federal governments and health authorities to deal with the current COVID-19 pandemic. As such, we have updated or enhanced many of our hygiene, safety and communication protocols to help ensure the safety and security of everyone associated with the operations of Oxford International. This includes the management of suspected cases of COVID-19 at one of our North America schools, and ensuring that OI management, staff, and students are aware of the protocol in place to deal with a possible outbreak. The following plan outlines the steps that will be taken in the event of a suspected case of COVID-19 at one of our locations.

Goal

The goal of this plan is to outline the protocol in place to effectively deal with suspected COVID-19 cases at an OI school or associated location (eg. student accommodation), and, in turn, ensure that OI management, staff, and students are aware of the protocol in place to deal with such a possible outbreak.

Strategy; Communication

Communication of strategy and protocol of what to do if a student or staff member suspects themselves or others in the OI community to be demonstrating symptoms of COVID-19 will be communicated via the following channels:

- Staff and student training sessions that all parties must attend before commencement of, or return to, work/study at an OI location.
- Various staff and student COVID-19 support guidelines and protocol documents, including the OI Staff & Student COVID-19 Guidelines, International Student Quarantine Checklist, Student Quarantine Support Guidelines, and Homestay Host Student Quarantine Agreement.
- Company social media and various virtual information outlets, including the OI website.
- OI internal staff and student email chains.
- Emergency text message system, for staff/students to effectively communicate/report suspected cases.
- Regular virtual meetings with key team members and external partners (eg. accommodation hosts/partners).
- Clear instructional signage at all OI locations.
- Records of all student and staff screening, student quarantine completion, case management of suspected cases of COVID-19, and all other relevant record keeping will be managed by Accommodation Coordinator, Jocelyn Ho, and line managed by school Director, Kelly Rooney.

Strategy; Situational Analysis

In the event of a staff member or student demonstrating COVID-19 symptoms, the following strategy will be employed:

- The student/staff member must return home and self-isolate immediately.
- If it is not possible to do the above in a safe and effective manner, the student/staff member must isolate in an appropriate room/space at the school until it is safe to return home to begin self-isolation.
- If the student/staff member is seriously ill, the on-hand OI manager will call 911 and communicate the situation to the operator. At our Toronto location, school Director Kelly Rooney will be immediately informed of the situation and take the lead on all communication and management of the situation.
- If the student/staff member is not seriously ill, they should use the relevant provincial self-assessment tool (Ontario <https://covid-19.ontario.ca/self-assessment/>, BC <https://www.thrive.health/bc-self-assessment-tool>), and seek assessment and testing (e.g., at an assessment centre) if indicated to do so. They can also contact their local health care provider.
- In the event that testing is required/advised, the individual will be transported (in accordance with our health and safety transport protocol) to one of the assessment centres listed in Appendix 6; COVID-19 Assessment Centres, or in accordance with the guidelines provided by Ontario Public Health and the provincial government.
- Any surfaces or tools touched by the student/staff member will be thoroughly cleaned as per the OI Health & Safety Restart Plan, and in accordance with the cleaning and hygiene guidelines of local health authorities.
- In the event that a student develops symptoms of COVID-19, OI management (Director, Kelly Rooney) will consult with the relevant local health authorities to assess whether additional members of the OI community that have come into close contact with the student should also self-isolate (eg. classmates, host family members), and following guidance accordingly. Student support will continue throughout, if tested positive or not.
- Before ending self-isolation, the student/staff member must receive confirmation from a local health authority that it is safe for them to do so. Any return to school will be confirmed in collaboration between OI management (Director, Kelly Rooney), the local health authority, and the student/staff member in question.
- If appropriate, OI Management (Director, Kelly Rooney) will communicate the situation with the relevant governing bodies and health authorities to establish whether it is safe to continue operations at the location in question, and will communicate any instructions provided by the aforementioned bodies to all members of the OI community whose work/study is affected as a result. Communication will be via the various methods outlined in the previous section, and the holding statement template below:

Holding Statement

Communication of any suspected or actual case of COVID-19 at any OI location will be communicated via a holding statement using the following template:

- Key statement line, with date and time.
- Location of incident.
- Key and pressing details of what has occurred. Language will be graded and kept simple as possible to best ensure comprehension for students of varied English language levels.

- Actions OI will take in management of the situation, or those needed to be communicated publicly.
- Details of provisions OI will put in place while situation is being managed (eg. temporary return to virtual classes if school is required to close for cleaning/inspection/review).
- Contact details for Q&As.
- Details of when further updates/announcements will be made.

OI Contacts

At each OI location, the following contact details and assigned contact person will be shared within the relevant OI community, and will be the primary contact person for the location in the event of a suspected or actual case of COVID-19:

Toronto:

Contact Person: Kelly Rooney – Toronto Director

Contact Details: krooney@OxfordInternational.com / +1 416-542-1626

Vancouver:

Contact Person: Alex Dolata – Director, Junior & Year-Round Programmes

Contact Details: adolata@oxfordinternational.com / +1 604-688-7942

San Diego:

Contact Person: Alfred Lopez – San Diego Director

Contact Details: alopez@oxfordinternational.com / +1 619-233-0355

Appendix 4; COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist

Dear student,

We look forward to welcoming you to one of our schools in North America! Canada and the USA remain welcoming destinations for international students. However, as a result of the COVID-19 pandemic, there are some important protocols that international students must follow to reduce the risk of infection and transmission of the virus, including undertaking a mandatory 14-day quarantine period immediately upon arrival in Canada or the USA.

Please take some time to review the information in this document. Please note that in not following this protocol, students may be denied entry into the country, or may be denied entry/dismissed from your program of study with no refund. Government authorities may also fine students for non-compliance in certain situations.

Please understand that our number one priority is the health and safety of our students, homestay families, schools and communities. We at Oxford International are obligated to follow the regulations and recommendations of various authorities, including the governments of Canada and the USA, as well as provincial/state and local public health authorities.

Please confirm that that you understand and agree with the following:

- **Students studying in Canada:** I am aware of the requirement to comply with the Government of Canada's Quarantine Act, including the penalties of violation of the Quarantine Act, which include up to 6 months in prison and/or \$750,000 in fines. I am also aware of the additional testing and quarantine requirements introduced in February 2021, including the requirement to personally arrange 3-day quarantine in a federal government-authorized hotel at my port of entry to Canada.
- **Student studying in the USA:** I am aware of the requirement to comply with the USA's Center for Disease Control (CDC) requirements for all international arrivals.
- I agreed to comply with the requirements laid out in Oxford International's International Student Safe Travel, Arrival and Quarantine Protocol and Checklist.
- I have completed and printed the Self-Isolation Plan for presentation at my port of entry, and have registered via the ArriveCAN App. (ArriveCAN App for students in Canada only)
- I confirm that I have appropriate medical insurance, effective as of the date of my arrival in North America, which includes coverage for COVID-19 during the quarantine period.

Name: _____

Signature: _____

Date: _____

Student checklist

The below checklist provides guidelines to support you in your travel and quarantine upon arrival in Canada or the USA.

Pre-Departure:

1 – Communicate with your school about your arrival and quarantine plan:

We will provide you with accommodation options for your 14-day quarantine and require that you make a selection of your preferred quarantine site. Your quarantine site will provide:

- Private, safe transport from the airport to the hotel.
- Delivery of three meals per day to your room;
- Adequate toiletries, linens and other supplies for 14 days;
- Adherence of all staff to rigorous hygiene, cleanliness and physical distancing practices;
- Monitoring services to ensure that you do not leave your room.

In addition to payment of a deposit for your language program, you will be required to pay a deposit for your quarantine package, prior to being issued a letter of acceptance.

Be clear about how and where you will be meeting your transportation upon arrival. Obtain a cell phone number for the driver.

If you have demonstrated symptoms of, or contracted, COVID-19 prior to your travel date, you must inform your Oxford International contact person before travelling to Canada/the USA. For students travelling to Canada, you must arrange your 3-day quarantine in a federal government-authorized hotel, as well as provide a negative COVID-19 test taken within 72 hours of your time of travel to Canada.

2 – Prepare for 14 days of isolation:

Please refer to the guidelines from the Public Health Agency of Canada on How to Self Isolate. For students studying in the US, please refer to the equivalent guidelines provided by the Center for Disease Control (CDC). For students in Canada, please ensure you are aware of the additional COVID-19 testing and quarantine requirements introduced in February 2021.

We will provide options for you to commence your academic program through Virtual Classroom options during your quarantine period. Discuss the academic plan for your quarantine with you contact member of our team.

You should make a plan for your physical and emotional wellness during quarantine, including any books, games, fitness equipment/apps, etc. you wish to have with you.

3 – Complete Arrival Plans:

Please complete our mandatory Quarantine Plan (ATTACHED). Send a signed electronic copy of this document to your Oxford International staff contact member. Print a copy of this Plan to present to border officials upon arrival in Canada or the USA.

For students studying in Canada, you will need to download the ArriveCAN App on your mobile device (available for iPhone and Android). Complete the pre-arrival forms on the app.

4 – Packing

In addition to regular packing requirements, please also bring:

- 60 disposable face masks OR 30 disposable and 1 reusable cloth face mask;
- One large bottle of quality hand sanitizer;
- One box of Nitrile gloves;
- A thermometer.

Please also have the following with you in your carry-on luggage: at least 2 masks, several pairs of gloves, a travel sized bottle of hand-sanitizer and some disinfecting wipes.

Make sure you have the following documents available when you arrive in your carry-on luggage. You will be required to present these to a US or Canadian Border Services Agent when going through customs and immigration:

- Passport;
- Study permit or permit confirmation document (if you have one);
- Letter of Acceptance;
- Quarantine site contact information, including cell phone number for the driver or school contact.
- Oxford International contact information;
- Signed copy of this document;
- Print out of Self-Isolation Plan.

In transit:

While in transit to the airport, in airports and during flights:

- Wear a mask and gloves;
- Wash hands frequently;
- Use hand sanitizer when necessary;
- Practice physical distancing (minimum 2 metres from others);
- Sanitize your personal space and high touch areas;
- Minimize trips to the washroom (Flush the toilet with the seat cover down);
- Touch as few surfaces as possible;
- Keep your cell phone charged.

Arrival in Canada or the USA:

- Call or text Oxford International Student Services number provided to confirm your arrival at your final destination;
- Text your driver to confirm your arrival;
- Wear a fresh mask and gloves;

- Proceed through immigration and baggage pick up while maintaining physical distancing;
- Present appropriate documentation to the customs officer;
- Move as quickly as possible through the baggage area and do not enter any stores in the airport;
- Meet your assigned driver at the agreed pick-up location;
- Load your own luggage into the car and sit as far away from the driver as possible;
- Travel directly from the airport to your quarantine site, text or calling the OI student services number to confirm you have arrived.
- Follow all instructions for COVID-19 safe check-in at your quarantine site.

During quarantine

As per the Government of Canada's Quarantine Act, and the Center for Disease Control (CDC)'s guidelines, you are required to quarantine for 14 days immediately upon arrival in Canada or the USA. In addition, students travelling to Canada must be tested for COVID-19 and quarantine for 3 days at their port of entry, the arrangements for which the student must complete themselves. Pending a positive test result, you will be able to travel on to your final destination in Canada.

You must stay on your own in your room for 14 days. Beyond your 3-day hotel quarantine, your final quarantine site will provide you with food, clean linens every couple of days, a comfortable room, access to television and Wi-Fi.

This means:

- Stay in your own room at all times. Do not leave your quarantine room unless there is an emergency.
- 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.
- 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.
- Flush the toilet with the lid down.
- Package up your garbage – empty garbage frequently and wash your hands immediately.
- Refer to the COVID-19 laundry policy at your quarantine site for having your clothes washed.
- Stay connected to the Oxford International community, and your assigned staff contact. You will likely have the option to commence your language program via live virtual classes. We will also provide optional virtual social activities in which you can participate to meet other students and learn about the city in which you'll be studying.
- Stay connected to friends and family via text, email, facetime, etc.
- Monitor your physical and mental well-being. If you are not feeling well, use the Government of Canada's COVID-19 self-assessment tool to help determine if you need further assessment or testing. Contact our Oxford International team and quarantine provider immediately if you feel sick.
- Access the Thrive Health COVID-19 Self-Assessment Tool and ARRIVECAN app upon arrival.

- You and accompanying family members will be tested for COVID-19 during the 14-day quarantine period, and/or be subject to medical examination by a medical professional, following provincial requirements accordingly.
- You will be required to submit a daily health declaration to their OI contact staff member, and will receive a daily phone call from local government authorities. These phone calls must be answered every day.
- If you cannot use the online tool, call 8-1-1. Please remember that quarantine is a mandatory requirement of the Quarantine Act and not optional.

After quarantine

Following completion of your 14-day quarantine period, if you have not presented any symptoms of COVID-19:

- Confirm transportation arrangements to your permanent accommodation with our student services team;
- If you are transferring to accommodation within your city of arrival/quarantine, you will be transported by car provided by the quarantine site, following safe transport protocol.
- If you need to travel to another city within Canada or the USA for your studies, you will be transported to the airport by car provided by the quarantine site, following safe transport protocol. While in airports and during flights, you will be expected to follow the same recommended personal hygiene and physical distancing guidelines as during international travel, including wearing a mask and gloves; washing/sanitizing hands frequently; and observing appropriate physical distancing;
- For the duration of your stay in Canada or the USA, please be mindful of and respect public health directives;
- Continue to practice proper hygiene, including hand washing and use of hand sanitizer;
- Use proper coughing and sneezing etiquette;
- Practice physical distancing, and all other standard COVID-19-related guidelines and protocol outlined by the provincial government and health authority.

Appendix 5; International Student Quarantine Plan

Personal Information

Name [First, Last]: _____ Passport number: _____

Date of birth (yyyy/mm/dd): _____

Country of origin: _____ Home address: _____

Arrival information

Arrival date: _____ Arrival from: _____

Port of entry into Canada: _____

Arrival by (airline name and flight #): _____

Quarantine plan

3-day period location in a federal government-authorized hotel:

Final quarantine location (name and address of homestay provider, hotel or accommodation provider):

I confirm that the following are provided by the quarantine site:

- Transportation to quarantine location
- 3 meals / day, delivered to my room
- Access to needed toiletries, linen, cleaning supplies etc.

I confirm that I am entering Canada with medical insurance that provides coverage for COVID-19 during the mandatory quarantine upon entry period.

Commitment to this plan

I, [STUDENT NAME] _____, confirm that I understand the importance of the quarantine procedure upon arrival in Canada, and will follow all criteria provided in this document, as well as all requirements provided by the Government of Canada, including the additional COVID-19 testing and quarantine requirements introduced in February 2021.

Signature: _____ Date: _____

Appendix 6; COVID-19 Assessment Centres

Assessment Centre	Details
Etobicoke General Hospital Drive-Thru – Humber Queen’s Plate Parking	<p>Address: 2 Janda Ct.</p> <p>Hours: 7 days/week; 8 a.m. to 6 p.m.</p> <p>Age Restrictions: No children under the age of 2 years</p> <p>For more information, visit the William Osler Health System COVID-19 Assessment Centres webpage.</p> <p>Drive through available</p>
Humber River Hospital, Reactivation Care Centre – Finch Site	<p>Address: 2111 Finch Ave. W.</p> <p>Hours:</p> <ul style="list-style-type: none"> • Monday to Friday, 10 a.m. to 6 p.m. • Saturday and Sunday, 9 a.m. to 4 p.m. <p>Telephone: 416-747-6740</p> <p>Age Restrictions: None</p> <p>For more information, visit the Humber River Hospital website</p>
Michael Garron Hospital	<p>Address: 825 Coxwell Ave.</p> <ul style="list-style-type: none"> • COVID-19 Assessment Centre: outpatient clinic location in D-wing, 1st floor; accessed from Mortimer Avenue. By appointment only. <ul style="list-style-type: none"> ○ Hours: 7 days/week, 8 a.m. to 8 p.m. • Emergency Department: dedicated zone for assessment <ul style="list-style-type: none"> ○ Hours: 7 days/week; 24 hours <p>Telephone: 416-469-6858</p> <p>Age Restrictions: None</p> <p>For more information, visit the Michael Garron Hospital website</p>
Mount Sinai Hospital	<p>Address: 600 University Ave., Ground Floor</p> <p>Hours: Monday to Friday, 8 a.m. to 12 p.m.</p> <p>Age Restrictions: None</p> <p>For more information, visit the Sinai Health website</p>
North York General Hospital	<p>Address: 4001 Leslie St. (enter through Emergency Department)</p> <p>Hours: 7 days/week; 8 a.m. to 8 p.m.</p> <p>Phone: 416-756-6000</p> <p>Age Restrictions: No age restrictions</p> <p>For more information, visit the North York General Hospital website.</p>
North York General Hospital – Branson Site	<p>Address: 555 Finch Ave. W. (North Entrance, immediately off Finch)</p> <p>Hours: 7 days/week; 8 a.m. to 7 p.m.</p> <p>Age Restrictions: None</p> <p>For more information, visit the North York General Hospital website.</p>
Scarborough Health Network – Birchmount Hospital	<p>Address: 3030 Birchmount Rd.</p> <p>Hours: 7 days/week; 9:00 a.m. to 5:00 p.m.</p> <p>Telephone: 416-495-2601</p> <p>Age Restrictions: No children under the age of 1 year</p>

	<p>For more information, visit the Scarborough Health Network – Birchmount Hospital COVID-19 Assessment Centre website</p>
Scarborough Health Network – Centenary Hospital	<p>Address: 2867 Ellesmere Rd. Hours: 7 days/week, 10 a.m. to 7 p.m. Telephone: 416-495-2601 Age Restrictions: No children under the age of 1 year For more information, visit the Scarborough Health Network COVID-19 Assessment Centre website</p>
Sunnybrook Health Sciences Centre	<p>Address: 2075 Bayview Ave. Sunnybrook Health Sciences Centre – U Ground level Hours: <ul style="list-style-type: none"> • Monday to Friday, 12 to 7:30 p.m. • Saturday and Sunday, 12 to 5 p.m. Age Restrictions: No children under the age of 16 For more information, visit the Sunnybrook Health Sciences Centre COVID-19 website</p>
UHN Toronto Western Hospital	<p>Address: 347 Bathurst St. Northeast corner of Bathurst and Dundas Hours: 7 days/week; 12 p.m. to 8 p.m. (last patient accepted at 7:30 p.m.) Age Restrictions: No children under the age of 1 year For more information, visit the University Health Network website</p>
Unity – St. Joseph’s Health Centre	<p>Address: 30 The Queensway Sunnyside Building, Main Floor East. Entrance off Sunnyside Avenue Hours: 7 days/week; 8 a.m. to 8 p.m. (last patient to be registered at 7:30 p.m., or earlier if testing capacity has been reached) Age Restrictions: No children under the age of 1 year For more information, visit the Unity – St. Joseph’s Hospital website</p>
Unity – St. Michael’s Hospital	<p>Li Ka Shing Knowledge Institute Address: 38 Shuter St. Enter from the Shuter Street entrance on the east side of the building Hours: <ul style="list-style-type: none"> • Monday to Friday: 8:30 a.m. to 6 p.m. (last patient to be registered at 5:30 p.m., or earlier if testing capacity has been reached) • Weekends and holidays: 10:30 a.m. to 6 p.m. (last patient to be registered at 5:30 p.m., or earlier if testing capacity has been reached) Age Restrictions: No children under 6 months of age For more information, visit the Unity – St. Michael’s Hospital website</p>
Women’s College Hospital	<p>Address: 76 Grenville St. Use the North East entrance located on Grosvenor Street. Hours: 7 days/week, 9 a.m. to 5 p.m. Age Restrictions: No children under the age of 2 years</p>

	For more information, visit the Women's College Hospital website
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