



# ICM'S COVID-19 ARRIVAL PROTOCOL & SAFE PLAN

FALL 2020 / WINTER 2021

*Last updated January 11, 2021. This document is subject to change and readers are recommended to download the latest version prior to travel.*



# Contents

WELCOME MESSAGE .....	3
STAYING SAFE IN A COVID-19 WORLD.....	4
Signs & Symptoms of COVID-19 .....	5
COVID Safe behaviours.....	6
TRAVEL SAFE .....	8
Before You Travel.....	8
During Travel .....	14
ARRIVE SAFE.....	15
QUARANTINE SAFE.....	18
LIVE SAFE .....	24
STUDY SAFE.....	26
After Your Self-Isolation .....	26
SUPPORTING DOCUMENTS & LINKS.....	35
KEY CONTACT DETAILS .....	36
International College of Manitoba .....	36
External Key Contacts.....	36

# Welcome Message

The International College of Manitoba (ICM) is excited to welcome students for the upcoming term. The safety and wellbeing of all students is a top priority here at ICM and as such it is important for everyone to follow government regulations for the COVID-19 pandemic so we can all stay safe and healthy. This document goes through some important steps international travellers must take while traveling and when they arrive in Manitoba. This guide also provides critical information for students and staff about how to live and study safely as we navigate the complexities of COVID-19 and support one another during this global pandemic.

While traveling to Canada to pursue your studies is an exciting time, doing so during a global pandemic comes with its own set of risks. We prioritize students' health and wellness and expect students to follow specific steps to minimize risks to self and to others. For your and the community's safety, the federal Quarantine Act requires students to quarantine for 14 days after your arrival in Manitoba. If this law is not adhered to, it may result in [financial or criminal penalties](#). At the federal level, RCMP and local and provincial police can ticket travellers who break quarantine under the Contraventions Act, or charges can be laid against a traveller for breaking quarantine under the Quarantine Act, which can result in penalties of up to \$750,000 or up to 6 months in jail, or both. Individuals who are known to not follow this quarantine process will be reported to authorities, such as the Canada Border Services Agency (CBSA). It is therefore extremely important that you take this seriously and follow the directions listed in the pages that follow.

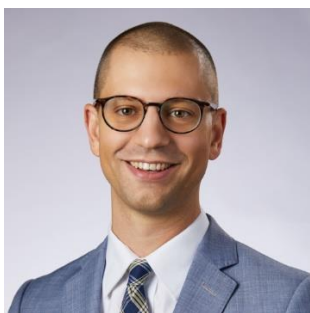
To help you and your classmates prepare for your safe arrival to Canada, we have prepared this ICM Arrival Protocol & Safe Plan document. Please ensure you read through this package carefully and completely to ensure you have a safe journey to Canada and can start your studies successfully.

Before departing home, all students are **required** to complete the **ICM Student Personal and Arrival Information Form**, located at <https://machform.icmanitoba.ca/view.php?id=74756>, so that we can make sure we have your updated arrival and contact details, assisting us in reaching out to you while you're self-isolating.

We will be there for you every step of the way, including during your initial quarantine period. We will be in contact with you by email and phone to make sure you are keeping well and to answer any questions you may have throughout the process.

If at any point you need to connect with us, please call us at 1-204-474-8479 or by email at [advisor@learning.icmanitoba.ca](mailto:advisor@learning.icmanitoba.ca).

Safe travels and welcome to ICM!



**Robert Daudet**  
*College Director & Principal*



**Melissa Mushikori**  
*Associate Director (Students)*



# Province of Manitoba: Pandemic Response

ICM's Arrival Protocol & Safe Plan was created based on the following guidelines on local, provincial, and federal standards and recommendations. The Manitoba government provided Canada's Guidance for post-secondary institutions during the COVID-19 pandemic (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/covid-19-guidance-post-secondary-institutions-during-pandemic.html>).

The Province of Manitoba has established a mechanism to approve this plan to welcome international students to ICM for Fall 2020 and beyond. The College has an ongoing dialogue with the Department of Economic Development and Training in order to ensure that the plan continues to meet requirements and to verify our ongoing adherence to federal requirement.

The Province of Manitoba has also implemented a new pandemic response tool that uses the colours green, yellow, orange, and red. At each level, public health officials have a range of restrictions that could be imposed on different sectors, including at post-secondary institutions. The Province will update the provincial response level in response to the spread of the virus and other public health indicators. The response level is determined by Public Health Officials based on a variety of factors, including test positivity levels, case number growth rates, number of days since positive cases are linked to further transmission, and more. Information on Manitoba's Pandemic Response System is available at [www.gov.mb.ca/covid19/restartmb/prs/system/index.html](http://www.gov.mb.ca/covid19/restartmb/prs/system/index.html).

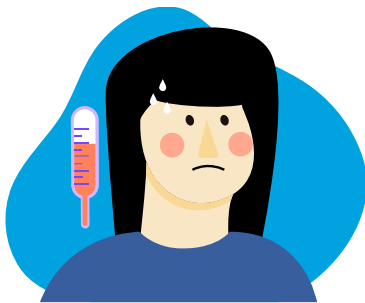
# Staying Safe in a COVID-19 World

This *Arrival Protocol & Safe Plan* is designed to help guide students, staff, and visitors to understand our obligations to learn and work safely during the COVID-19 global pandemic. This protocol document applies to all staff, students, and visitors. As a member of the ICM community, you must commit to adhering to this COVID-19 Arrival Protocol & Safe Plan.

Our aim is to build awareness of:

- COVID-19 symptoms
- Minimizing community spread
- Traveling, self-isolating, living, and studying safely

## SIGNS & SYMPTOMS OF COVID-19



### Most common symptoms

- Fever
- Dry cough
- Tiredness



### Serious symptoms

- Difficulty breathing or shortness of breath
- Chest pain or pressure
- Loss of speech or movement



### Less common symptoms

- Aches and pains
- Sore throat
- Diarrhea
- Conjunctivitis (pinkeye)
- Headache
- Loss of taste or smell
- Rash on skin or discolouration of fingers or toes



## Asymptomatic infection

Not all people infected with the virus show the previous symptoms. They can still spread COVID-19 through the community even when symptoms are not apparent. It is therefore important that all community members take this virus seriously and follow the safe behaviours listed below, regardless if they are experiencing symptoms.

## COVID SAFE BEHAVIOURS



### Hand hygiene

- Regularly wash your hands for at least 20 seconds using soap and water.
- Regularly apply alcohol-based hand rub/hand sanitizer especially after you've touched any objects or surfaces.
- Avoid touching your face and mask.



### Coughing and sneezing hygiene

- Cover your coughs and sneezes by either placing your face into your shirt, sleeve, or your elbow, or use a tissue.
- After coughing or sneezing, place used tissues straight into a garbage.
- Wash your hands with soap and water.



### Physical distancing

- Everyone must stay 2 metres away from other people whenever possible. This is called physical distancing.
- Limit actual face-to-face contact with other people to less than 15 minutes.
- Where contact is required for longer than 15 minutes, increase your physical distancing where possible.

## Wearing a mask



- Face masks (fabric or medical-grade) can be used to help minimize the spread of COVID-19.
- Masks absorb droplets from your exhaled breath and act as a barrier to protect those around you.
- Before putting on your mask, clean your hands with soap and water and inspect your mask to ensure it is not damaged or dirty.
- Make sure your nose, mouth and chin are fully covered.
- Avoid touching the mask while wearing it to avoid contamination.
- For reusable masks, place in a plastic bag between uses to minimize contamination and wash it with soap and water on a daily basis.

### HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

who.int/epi-win

## Do's →

Clean your hands before touching the mask

Inspect the mask for damage or if dirty

Adjust the mask to your face without leaving gaps on the sides

Cover your mouth, nose, and chin

Avoid touching the mask

Clean your hands before removing the mask

Remove the mask by the straps behind the ears or head

Pull the mask away from your face

Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it

Remove the mask by the straps when taking it out of the bag

Wash the mask in soap or detergent, preferably with hot water, at least once a day

Clean your hands after removing the mask

## Don'ts →

Do not use a mask that looks damaged

Do not wear a loose mask

Do not wear the mask under the nose

Do not remove the mask where there are people within 1 metre

Do not use a mask that is difficult to breathe through

Do not wear a dirty or wet mask

Do not share your mask with others

A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 1 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.

World Health Organization

\*Though the graphic above lists a 1-metre distance, please keep a **2-metre** distance from others. World Health Organization. (2020). How to Wear a Non-Medical Fabric Mask Safely.

# Travel Safe

## BEFORE YOU TRAVEL

*Print and read through this entire ICM COVID-19 Arrival Protocol & Safe Plan document prior to departure and re-read the relevant sections as you make your way to Canada. We request that you complete this with any family members who may be traveling with you, as they will also be required to quarantine upon arrival in Winnipeg.*

### Confirm travel restrictions

Before traveling to Canada, be sure to confirm you are eligible to travel to Canada and familiarize yourself with the legal requirements upon entry to the country. Below are some useful links that will be regularly updated by the Federal Government of Canada.

- **Travel Restrictions & Exemptions:** [www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/students.html#exemptions](http://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/students.html#exemptions)
- **Required Documents:** [www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/prepare-arrival.html](http://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/prepare-arrival.html)
- **Mandatory 14-Day Quarantine Requirements:** <https://travel.gc.ca/travelling/health-safety/travel-health-notice/221>

### Complete your COVID-19 Test

It is mandatory that all travelers to Canada have documentation of a negative COVID-19 molecular polymerase chain reaction (or PCR) laboratory test result that is to be presented to the airline prior to boarding a flight to Canada. The test must be taken within 72 hours prior to the traveller's scheduled departure to Canada. For information on the specifics of the test, please read here:

<https://www.canada.ca/en/transport-canada/news/2020/12/pre-departure-covid-19-testing-and-negative-results-to-be-required-for-all-air-travellers-coming-to-canada.html>

### Confirm the location of your 14-day quarantine accommodations

Once you've booked your long-term housing arrangements (ex: homestay, residence, private housing), contact them to confirm whether you are able to quarantine there for 14 days upon arrival to Canada. Some accommodation providers may allow you to safely quarantine in this space, while others may require you to complete your 14-day quarantine prior to moving into your accommodations.

- In the event you are eligible to move-in upon arrival to Canada, provide your accommodations provider confirmation on your arrival date/time. Confirm with them if they provide transportation from the airport to your accommodations upon arrival to Winnipeg.
- In the event you are required to quarantine before moving into your permanent accommodations, provide your accommodations provider confirmation on your arrival date/time, along with your plan for 14-day quarantine. The following page lists recommended short-term accommodation providers, though there may be other hotels or services you wish to explore that better serve your specific needs. Regardless of where you stay for your 14-day quarantine period, you must adhere to all requirements specified by the federal and provincial health regulations.



## Recommended Hotel Options for 14-Day Quarantine Period

Hotel	Region	Rates From	Total Room with Taxes	Airport Transfer	Comp Wifi	Three Meal Plan Price with Taxes	Grand Total (Inclusive)	French-Speaking Staff	Electricity Converters	Comp Local Calls	Comp Room Calls	Flexible Billing	Multiple Room Types	Suites	Kitchenettes	Comp Breakfast
Alt Hotel Winnipeg	Downtown	\$75	\$1,165	Yes	Yes	\$925	<b>\$2,090</b>	Yes	No	Yes	Yes	Yes	No	No	No	No
Delta Hotels by Marriott Winnipeg	Downtown	\$130	\$2,134	Yes	Yes	Included	<b>\$2,134</b>	Yes	No	No	Yes	Yes	Yes	Yes	No	No
The Fort Garry Hotel, Spa & Conference Centre, Ascend Collection	Downtown	\$95	\$1,559	No	Yes	\$1,270	<b>\$2,829</b>	Yes	Limited	Yes	Yes	Yes	Yes	Yes	No	No
Best Western Plus Pembina Inn & Suites	South	\$112	\$1,838	Yes	Yes	\$715	<b>\$2,554</b>	Yes	Limited	Yes	Yes	Yes	Yes	Yes	No	Yes
Hyatt House Winnipeg South Outlet Collection	South	\$115	\$1,888	Yes	Yes	Included	<b>\$1,888</b>	Yes	No	Yes	Yes	Yes	Yes	No	No	Yes
Best Western Plus Winnipeg Airport Hotel	St. James District	\$154	\$2,528	Yes	Yes	Included	<b>\$2,528</b>	Yes	Yes	Yes	Yes	Yes	No	No	No	Yes
Hampton Inn by Hilton Winnipeg Airport Polo Park	St. James District	\$80	\$1,313	Yes	Yes	\$537	<b>\$1,850</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Hilton Winnipeg Airport Suites	St. James District	\$150	\$2,462	Yes	Yes	Included	<b>\$2,462</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes
Sandman Hotel & Suites Winnipeg Airport	St. James District	\$127	\$1,778	Yes	Yes	Included	<b>\$1,778</b>	No	No	Yes	Yes	Yes	No	Yes	No	Yes
Victoria Inn Hotel and Convention Centre	St. James District	\$65	\$1,067	Yes	Yes	\$894	<b>\$1,961</b>	Limited	No	Yes	Yes	Yes	Yes	No	Limited	No
Viscount Gort Hotel, Banquet & Conference Centre	St. James District	\$68	\$1,116	Yes	Yes	\$991	<b>\$2,107</b>	Yes	No	Yes	Yes	Yes	No	Yes	No	No

## Determine available services for your 14 days of quarantine

Confirm with your short-term accommodation provider if they:

- Provide airport transportation upon arrival
- Provide meal delivery services and, if so, how often and at what cost
- Provide bedsheets, towels, and other supplies
- Provide internet access

## Book airport pick-up services

Manitoba Public Health indicated that **only one student can be in a hotel shuttle/private vehicle from the airport to the hotel and those students must quarantine alone**. The only exception is if the students have co-arriving immediate family members (where they resided together) and for homestay placements, as long as precautions are all in place.

It is not recommended that you take public transportation until you have successfully completed your 14-day self-isolation period. It is therefore important that you book your transportation arrangements prior to arriving in Canada.

Some accommodation providers are offering airport pickup options. This includes some of the recommended hotels listed above. If your accommodation provider listed above does not provide airport pickup services, it is recommended you pre-book transportation services. Some possible options are listed below. In all cases, you will be required to wear a mask on your way to your self-isolation location.

### **Winnipeg Limousine (*Recommended option!*)**

Winnipeg Limousine has worked closely with ICM since 2008 and helped welcome hundreds of students over the years.

- Website: [www.winnipeglimousine.com](http://www.winnipeglimousine.com)
- Phone: 1-204-981-4100

### **Hollywood Limousine Service**

- Website: [www.hollywoodlimoservice.com](http://www.hollywoodlimoservice.com)
- Phone: 1-204-999-1860

While taxi cabs are available outside the arrival terminal, it is not recommended that individuals arriving from outside the country to take this form of public transportation. If you are left with no option, please proceed cautiously and ensure you follow all of the directions from the taxi company, including wearing your mask at all times, placing and removing your own suitcase from the back of the car, completing a pre-screening questionnaire before entering the cab, ensuring there is a physical barrier (ex: plexiglass divider) between you and driver, confirming if you are able to pay in a cashless form (ex: credit card payment using tap), and other health and safety requests confirmed by the driver prior to leaving the airport.

If upon landing in Winnipeg you are experiencing symptoms of COVID-19, such as a cough, a fever, sore throat, or runny nose, call Health Links - Info Santé (204-788-8200 or toll-free at 1-888-315-9257) to assist with developing a plan to get to your place of isolation.

Please be sure to go directly to your 14-day quarantine location and do not stop at any point to visit stores or make other errands. It is important that you follow the government's rules to immediately go into self-isolation. Grocery/food services are available for drop-off (options listed later in this document).

## Understand your responsibilities as a traveler entering Canada

Read the information located on the Government of Canada's website ([www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html](http://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html))

This website lists important information about requirements for mandatory self-isolation upon arrival including:

- You must quarantine (self-isolate) in a place where you will have no contact with vulnerable people, such as:
  - people 65 years or older, or
  - people with underlying medical conditions
- You will need to confirm you have a suitable place to isolate where you will have access to basic necessities, such as food and medication.
- You must wear a non-medical mask or face covering while traveling to the place you will quarantine (self-isolate).
- Further, you must:
  - go directly to your place of quarantine, without stopping anywhere, and stay there for 14 days
    - do not go to school, work or other public areas and community settings
  - monitor your health for symptoms of COVID-19
  - arrange to have someone pick up essentials like groceries or medication for you
  - do not have visitors
- If you are spending quarantine with family:
  - stay in a private place like your yard or balcony if you go outside for fresh air
  - keep a distance of at least 2 arms lengths (approximately 2 metres) from others

In addition to the mandatory quarantine, it is important that you fulfil any other requirements as mentioned on IRCC's website at [www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/students.html#exemptions](http://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/students.html#exemptions)

## Confirm your health insurance coverage

Health insurance for ICM students is provided by GuardMe. Students are covered a few days prior to the term starting (effective August 25th for fall term students, December 25th for winter term students, and April 25th for summer term students).

- If you plan on arriving in Canada earlier than these dates, it is strongly advised that you purchase early arrival insurance through Guard.Me. To access information on early arrival coverage, please see the following link:  
[www.guard.me/icm/departments/early-arrivals](http://www.guard.me/icm/departments/early-arrivals)

## Pack appropriately for your 14-day quarantine

Pack things you will need for your travel as well as for your 14-day quarantine period upon arrival. Aside from the usual items you would pack, such as clothing and toiletries, some suggested items to help you through travel to Canada and self-isolation include:

- Prescription medication
- Face masks
- Thermometer
- Printed copies of documents, including those listed in the During Travel section of this guide
- Laptop, phone, and chargers to keep connected with your family and friends while self-isolating
- Activities for quarantine, such as books and games
- Bedsheets and towels (depending if your housing arrangements require you to bring your own)
- A credit card is recommended to ensure you can purchase delivery services when needed

## Plan your arrival in Canada

- Information about what to expect when entering Canada and meeting with a Canada Border Services Agency (CBSA) officer can be located at <https://cbsa-asfc.gc.ca/services/covid/non-canadians-canadiens-eng.html#s4>.
- Download the ArriveCAN app to your mobile phone and enter your personal information up to 48 hours before arriving in Canada. This will speed up your arrival through Immigration Canada at the port of entry, meaning you will spend less time with border and health officers. Download the ArriveCAN app (iOS, Android or web format). *As of November 21, 2020, this is REQUIRED for all travelers coming to Canada.*
- It will also be useful to watch the following two videos that explain COVID-19 actions by the CBSA for travellers arriving by air, as well as isolation requirements.
  - COVID-19 actions by the CBSA for travellers arriving by air: [www.canada.ca/en/public-health/services/video/covid-19-new-requirements-people-entering-canada.html](http://www.canada.ca/en/public-health/services/video/covid-19-new-requirements-people-entering-canada.html)
  - COVID-19: New requirements for people entering Canada: <https://cbsa-asfc.gc.ca/multimedia/ncov/air-avion-eng.html>



*COVID-19 actions by the CBSA for travellers arriving by air*



*COVID-19: New requirements for people entering Canada*

## GUIDEBOOK ACTIVITY: *BEFORE YOU TRAVEL*

I have booked my long-term housing arrangements. I will be staying at *(enter address)*

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I have confirmed my 14-day self-isolation location. I will spend quarantine at *(enter address)*

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between *(enter dates)* \_\_\_\_\_ and \_\_\_\_\_.

I have confirmed my airport pick-up arrangements:

- Person/company picking me up: \_\_\_\_\_
- Phone number to contact airport pick-up provide, should my flight be delayed:

\_\_\_\_\_

I have read through the Government of Canada's website and understand my responsibilities and requirements to ensure the health and safety of myself and others.

I will pack items I will need access to for my 14-day quarantine period. Other items I may want to add to my list include:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

I have downloaded the ArriveCAN app to my phone and will enter my travel and quarantine information electronically before I board my flight.

## DURING TRAVEL

### Carry these important documents with you

- Passport
- Study Permit or Study Permit Approval Letter
- Letter of Acceptance and Custodianship document
- Copy of this document, signed by you and your parent(s) / guardian(s)
- Your quarantine plan (template provided by ICM as part of this guide)
- Proof of health insurance/insurance information

### Comply with the following regulations

- 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 public/shared washrooms (Flush the toilet with the seat cover down);
- Touch as few surfaces as possible;
- Keep your mobile phone charged
- You must continue to monitor your health for
  - Fever
  - Cough
  - Difficulty breathing

If symptoms present themselves during your travel (cough, shortness of breath, fever greater than 38°C, or signs of fever e.g. shivering, flushed skin, excessive sweating), immediately contact your airlines/flight crew. Please refer to the Symptoms of COVID-19 for additional symptoms common to COVID-19.

*If you exhibit symptoms during travel, contact your travel agent and airline as soon as possible. They will best be able to guide you on requirements based on your current location. Be sure to alert your family, accommodation provider, and school if there are any delays in your travel plans to Canada.*

# Arrive Safe

Upon landing in Canada, you will be required to go through Immigration where you will meet with an Immigration Officer from CBSA. They will likely ask you questions about your reasons for coming to Canada, along with information about your plans for quarantine. To help you prepare for this process, ICM has prepared an arrival document that you can show to the Immigration Officer, along with your ICM Letter of Offer, Letter of Acceptance, and other documents they may request to see. Your *Student Personal and Arrival Information Form* will be emailed to you once you complete the form located at <https://machform.icmanitoba.ca/view.php?id=74756>. By completing this form, the ICM office will have your current plan for self-isolation, helping us have your contact details for when we follow-up with you over the two-week period to make sure you're doing okay. This information is also useful for the Immigration Officer to see that you have organized a plan to ensure your safety and those around you.

Upon arrival all travelers to Canada are required to be tested for COVID-19 even if they do not have any symptoms. Even if a negative test result is received from both the pre-arrival and arrival COVID-19 tests, **all travelers must quarantine for the 14-day period as soon as they arrive**. For more information please click here:

<https://www.gov.mb.ca/covid19/restartmb/prs/orders/index.html#orders>

## If you need a ride to a testing site

- Call Health Links (204-788-8200) for a ride. This ride is free if approved by Health Links.

## To book your COVID-19 test

- Call toll free at 1-855-268-4318 for an appointment of COVID testing.
- You can also book your COVID 19 testing appointment online here:  
<https://patient.petalmc.com/login?groupId=5930&locale=en>

## To find a testing centre in Winnipeg please click this link:

- <https://www.gov.mb.ca/covid19/testing/locations.html>

A few other helpful hints to help you with your arrival process include:

- Be prepared to follow airline and airport directions about wearing a mask/face covering, washing/sanitizing your hands, staying 2 meters apart from other people, or other actions.
- Answer every question from airline, airport or CBSA staff completely and truthfully. It is okay to ask someone to repeat a question or explain it in a different way if you do not understand.
- Travel directly to your place of isolation. Do not stop anywhere. Wear a mask or face covering while traveling to your place of isolation
- Contact the ICM office by emailing [advisor@learning.icmanitoba.ca](mailto:advisor@learning.icmanitoba.ca) to notify ICM that you have arrived. Be sure to give the student success advisor your most up to date contact information (email address, postal address, phone number).
- Please continue to check these websites for the most up to date information:
  - Government of Manitoba COVID-19 information here.
  - Government of Canada COVID-19 information here.

To help reduce the spread of COVID-19:

- Go directly to your place of quarantine. Do not make any stops while in transit.
- Check-in within 48 hours of arrival through the ArriveCAN app or call 1-833-641-0343. As of November 21, 2020, travellers who enter Canada **by air, land or marine modes**, unless exempted under conditions set out in the Mandatory Isolation Order, will also be **required to submit information through ArriveCAN or by calling the 1-833-641-0343 toll-free number** during their quarantine or isolation period
- Report your symptoms through the ArriveCAN app or call 1-833-641-0343 every day until the end of your 14-day isolation.

## Useful links

For travellers without symptoms of COVID-19 returning to Canada: [www.canada.ca/en/public-health/services/publications/diseases-conditions/2019-novel-coronavirus-information-sheet.html](https://www.canada.ca/en/public-health/services/publications/diseases-conditions/2019-novel-coronavirus-information-sheet.html)

For travellers with symptoms of COVID-19 returning to Canada: [www.canada.ca/en/public-health/services/publications/diseases-conditions/travellers-with-symptoms-return-canada.html](https://www.canada.ca/en/public-health/services/publications/diseases-conditions/travellers-with-symptoms-return-canada.html)

When you Travel to Canada: <https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/students.html#travel>



## GUIDEBOOK ACTIVITY: *ARRIVE SAFE*

### **ICM Student Personal and Arrival Information Form**

REQUIRED FORM: Please complete the form at the link below. All ICM students are required to complete this form prior to arrival in Manitoba.

Link to **ICM Student Personal and Arrival Information Form**:

<https://machform.icmanitoba.ca/view.php?id=74756>

Once you have completed the form, an email will be sent to you with all the details in a PDF document, which you will be able to print or save to your phone. This information may be requested from your airline prior to boarding your plane to Canada and also when you meet with an Immigration Officer upon arrival in Canada. Having this information ready to share when requested by airline or government officials will be helpful in your ability to fly to and enter Canada.

The information from this form will also assist ICM Student Advisors to reach out to you while you are self-isolating to ensure you are healthy and safe. Through these connections with the advisors, you will also be able to ask questions you may have while in self-isolation.

I have completed the ICM Student Personal and Arrival Information Form.

# Quarantine Safe

Prior to arrival, you confirmed your accommodations, including your location for 14 days of quarantine. Please also refer to the *Shared Health Manitoba COVID-19 public health fact sheet* and *self-isolation fact sheets* (available in multiple languages) located at <https://sharedhealthmb.ca/covid19/providers/other-resources/> to assist you in being prepared and knowledgeable in requirements for quarantine and to link you to essential services.

It is important that you follow the Government of Canada's requirements for quarantine, including:

- Quarantining in a location without vulnerable people, such as those over the age of 65 or individuals with underlying medical conditions;
- Having access to basic necessities such as food and toiletries;
- Wearing a mask when being transported to your place of quarantine;
- Traveling directly from your point of arrival in Manitoba to your place of quarantine; and
- Monitoring your health for symptoms of COVID-19 throughout the 14 days of quarantine.



Upon arrival into Canada you will be required to provide a valid phone number for which Federal Government officials will use to contact you to ensure you are following quarantine requirements. It is important that a valid and working phone number is provided. After several missed calls it is possible that a government official will visit your place of quarantine to ensure you are complying.

Provincial health authorities recommend that you take another test for COVID-19 seven days after your arrival in Manitoba, even if you are not experiencing any symptoms. **For more information please click here:**

<https://www.gov.mb.ca/covid19/restartmb/prs/orders/index.html#orders> and  
[https://manitoba.ca/asset\\_library/en/proactive/2020\\_2021/orders-soe-selfisolation-12222020.pdf](https://manitoba.ca/asset_library/en/proactive/2020_2021/orders-soe-selfisolation-12222020.pdf).

## If you need a ride to a testing site

- Call Health Links (204-788-8200) for a ride. This ride is free if approved by Health Links.

## To book your COVID-19 test

- Call toll free at 1-855-268-4318 for an appointment of COVID testing.
- You can also book your COVID 19 testing appointment online here:  
<https://patient.petalmid.com/login?groupId=5930&locale=en>

## To find a testing centre in Winnipeg please click this link:

- <https://www.gov.mb.ca/covid19/testing/locations.html>

## Self-Monitoring For Symptoms

Students will be required to self-monitor for symptoms of COVID-19 using the Manitoba Self Screening Tool.

- The Screening Tool is available in Interactive Voice Response (IVR) format. Call 1-877-308-9038 or complete the tool online at <https://sharedhealthmb.ca/covid19/screening-tool/>. On this website, a series of questions must be completed on a daily basis to determine if you should be tested for COVID-19.
- To help you keep track of your self-monitoring, it is recommended you complete the *Guidebook Activity: Quarantine/Self-Isolate Safe* in this Arrival Protocol & Safe Plan Guide.

If you experience any symptoms of COVID-19 during the quarantine period, you must follow the directives of the Province of Manitoba:

- In addition to the Screening Tool listed above, the Province of Manitoba offers a service called Health Links – Info Santé, is a bilingual phone-based nursing triage service. They can give you advice on what health-care path should be followed in your specific situation, whether you should stay home, visit the emergency room, or follow another medical plan. They can be contacted at 204-788-8200 or toll-free at 1-888-315-9257.
- If you are experiencing severe symptoms or difficulty breathing, please call 911.
- Out of respect for your privacy and protection of personal health information, you are not required to provide personal health information to ICM. We are here to support you and welcome you to reach out to us if you need assistance navigating the medical system, requesting academic accommodations, contacting your family, etc. In cases where students/staff are required to miss classes/work, Manitoba Public Health officials will reach out to ICM; therefore, students/staff are not required to self-disclose medical information.
- Based on test results, local public health officials will advise you what actions should be taken.
- When a case of COVID-19 is confirmed, local public health officials will lead the response and advise ICM if a confirmed case of COVID-19 was present on campus during an individual's infectious period, and assess the need for ICM or part of ICM to be closed for a period of time, and provide further direction.
- Local public health authorities will identify close contacts of a positive case and contact those individuals who may have been exposed.

In the event a student in quarantine tests positive:

- A student that is quarantining alone and who tests positive for COVID-19 during the 14-day quarantine period will need to self-isolate, unless they require medical attention and/or hospitalization. Please refer to the [Guard.Me More Policy Plan](#) for eligible expenses. Any student or co-arriving immediate family member that tests positive can expect to be contacted by Manitoba public health officials and will be required to follow all further measures as set out by the public health official, which may include self-isolating beyond the initial 14-day quarantine period.
- If a student tests positive for COVID-19 while quarantining with an immediate family member(s), the student will be separated from the family member(s) and will need to self-isolate. The family member(s) will need to move to another guestroom and will be monitored for symptoms of COVID-19 during wellness check-ins by the ICM Support Person. Family member(s) who had been quarantining with a student that tests positive for COVID-19 should expect to be contacted by Manitoba Public Health officials and will be considered a close contact to this case, and may need to continue to quarantine beyond the 14-day quarantine period.
- If a co-arriving immediate family member tests positive for COVID-19 while quarantining with a student, the family member (s) will be separated from the student and need to self-isolate, likely beyond the family member(s) initial 14-day quarantine period. The student will need to move into another guestroom, and will be monitored for symptoms of COVID-19 during wellness check-ins by the ICM Support Person. The student should expect to be contacted by Manitoba Public Health officials and will be considered a close contact to the case, and may need to continue to quarantine beyond the initial 14-day quarantine period.
- The unexpected guestroom and meal costs due to the student or family member(s) testing positive for COVID-19 will be the students' responsibility.
- Manitoba Public Health will contact all cases and contacts daily and perform active daily monitoring on cases and contacts for the duration self isolation and will advise each when that requirement ends.

## ICM Follow-Up For Support

The ICM student advising team will also be reaching out to you on a daily basis by email and will also call at various times during your self-isolation period to check-in on your well-being. It is important that you check your email daily and response to these messages, as we want to make sure you're doing well in this 14-day period that may be challenging to go through alone. We are going to be there to

support you. If we do not hear from you, we will need to alert government officials, including public health authorities and immigration, as we will be concerned that something is wrong. Please take these daily messages seriously.

## Tips for Quarantine/Self-Isolation

Quarantine/self-isolation can be difficult for some students, especially those who are energized by interactions with others. It is important that you take care of yourself during this time of isolation and to keep connected with your friends and family using other methods, such as FaceTime and Zoom. Here are a few useful tips to get you through the two week period:

- *Develop a support network.* Form an online chat group with close friends; stay in contact with your family and reach out to your school advisors and instructors by email. The more people you know at your educational institution, the more connected you'll feel!
- *Be active.* Exercise is important for your mental outlook and helps ward off depression. Take a break from your self-isolation boredom and get moving on a regular basis. There are many online home workouts that are useful when quarantining!
- *Eat well.* Choose a wide variety of healthy, nutritious foods. Eat regularly to keep up your energy and portions that help you feel and perform your best.
- *Get enough sleep.* Sleep is vital to your mental well-being. Go to bed at a reasonable hour and wake up at roughly the same time every day. Jet lag may be a challenge for you as part of your adjustment to your move to Canada, so it might be useful to download meditation or sleep apps that help you develop a regular sleep schedule.
- *Seek professional help.* You're not alone and there are many people who can help. Talk to a professional about how you are feeling; talk to your school's student services team. Don't just rely on the advice of friends. Sometimes you need more and we're here to support you. All ICM students have access to KeepMeSafe which is access to a counselor through a phone call or text message 24/7 in over 60 languages. [www.guard.me/keepmesafe.php](http://www.guard.me/keepmesafe.php)
- *ICM students can meet with a Student Success Advisor by making Zoom Appointment. To make a zoom appointment simply go to the ICM Student Portal homepage and click the link: <https://learning.icmanitoba.ca/>*
- *Take a break from watching or reading the news.* Get your news from reliable sources and try not to watch the same stressful stories over and over in the same day. Try not end your day by watching the news before bed.

In addition to the tips listed above, below are some services that may be of use to you while you are in your 14-day quarantine.

## Phone Plan Option

Students who do not have a Canadian number prior to entering Canada can obtain a Canadian sim card through PhoneBox if they wish (link: [www.gophonebox.com/](http://www.gophonebox.com/)).

- SIM card is delivered for free to anywhere in the world.
- Easy online activation
- No activation fee
- International credit cards are accepted
- Multiple language support.

## Food Delivery Options



Credit Cards, Debit, and Cash with bills under \$50.00



Credit Cards or Visa Debit



Credit Cards, Debit, or Paypal

## Groceries and Essentials

Below are some retailers that offer delivery services for essentials. It is important to order supplies to maintain good hygiene, such as soap, shampoo, toothbrush, toothpaste, and toilet paper. Please consider ordering some medication like, Vitamin C, cold and flu medication.

Is a large supermarket	Online shopping and delivery system	An online hub for multiple supermarkets based on your address	Is a large supermarket
Requires an account			
There is a delivery fee of \$9.97  Minimum order value of \$50 (before taxes and fees) to be eligible for Grocery Delivery	Amazon Prime allows for free delivery and potential quicker  If do not have Amazon Prime delivery fees depend on the items	Instacart Express is a membership which has an annual fee but with it \$0 fees on orders of \$35 or more  Supermarkets includes Walmart, Shoppers Drug Mart, etc.	Minimum order Value of \$40 (before taxes and fees)  Ability to order 30 days in advance- which allows for you to pick desired delivery timeslot
App is available			

## GUIDEBOOK ACTIVITY: QUARANTINE/SELF-ISOLATE SAFE

- I have reported my arrival in the ArriveCAN app and will track my symptoms within the app.
- I have notified the ICM Student Advising Team by emailing [advisor@learning.icmanitoba.ca](mailto:advisor@learning.icmanitoba.ca) that I have successfully arrived in Winnipeg and am currently in quarantine.
- I will check my ICM email everyday while in quarantine to read the daily updates from the ICM student advising team.
- I will notify the ICM student advising team, as well as Health Links / Info Santé – 204-788-8200 or toll-free at 1-888-315-9257, if I've developed any symptoms during my 14-day quarantine.

Please use the space below to monitor your health and symptoms over your 14-day quarantine period.

Day	Date (example: May 1, 2020)	Temperature	Symptoms
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			



### Racial Trauma Counselling & Support

Provides individuals with short-term one-on-one counselling sessions with a trauma-informed counsellor:

- Managing Emotional Triggers
- Develop healthy coping skills
- Mental wellbeing enhancement
- Interpersonnal cultural empowerment

For more information please call Charlene @ 204-982-1720 ext.201 or email [counselling@elmwoodcrc.ca](mailto:counselling@elmwoodcrc.ca)



In partnership with Immigration Partnership Winnipeg Proudly funded by United Way Winnipeg & The Government of Canada

## RACIAL TRAUMA COUNSELLING & SUPPORT

For more information, please call 204-982-1720 ext. 201  
or email [counselling@elmwoodcrc.ca](mailto:counselling@elmwoodcrc.ca)

# Live Safe

Following your 14-day period of quarantine, providing you are not exhibiting any symptoms and have not been diagnosed with COVID-19, you are able to cautiously explore your new city. We request that you continue to exercise a high degree of caution, both for your and the safety of others. We encourage you to confirm requirements for attending community events or establishments prior to exploring your community. Below is some information that will help assist you as you leave your quarantine bubble. While our daily quarantine check-ins will cease at this point, ICM supports continue to be offered to you and your immediate family members who quarantined with you – reach out at any time and watch out for our emails, Student Portal announcements, and events.

## Mental and Physical Health

Continue to follow and respect Manitoba Health regulations and directives, including physical distancing from other people in public and washing or sanitizing your hands often.

Remember to use proper coughing and sneezing etiquette (into your elbow, not your hand and if using a tissue, dispose of the tissue in a plastic lined garbage container immediately). Avoid malls, crowded spaces, and sports where physical distancing is difficult.

If you feel sick at any time, stay at home and be sure to use the self-assessment tool at <https://sharedhealthmb.ca/covid19/screening-tool/> to identify if you should visit a COVID-19 Testing Centre. Follow directions and seek medical attention or contact public health authorities if, when, and how it recommends. Reach out to the ICM team if you have any questions along the way. We are here to support you.

Don't forget, your health insurance (guard.me International Insurance) offers remote access to doctors as well as mental health support services if you need them.

- [www.guard.me/mobiledoctor.php](http://www.guard.me/mobiledoctor.php)

- [www.guard.me/keepmesafe.php](http://www.guard.me/keepmesafe.php)

## Winnipeg Transit

Winnipeg Transit offers public transportation to many areas of Winnipeg via the public bussing system. Students are able to access Peggo cards and auto-fill them by clicking on the following link: <https://efare.winnipegtransit.com/e-Fare/welcome.html>

As of August 29<sup>th</sup>, Winnipeg transit is making face coverings mandatory for all passengers who wish to ride the bus.

Passengers who do not comply will not be permitted to enter the bus. For more information on precautions that Winnipeg transit is making, please visit:

<https://winnipegtransit.com/en/riders-guide/news/winnipeg-transit-response-to-covid-19>



## Active Living Centre - Sport and Recreation Facility

All UM sport and recreation facilities will be closed until further notice. To learn more about the centre's operations, please see the following link: <http://umanitoba.ca/community/sport-recreation/recreation-services/membership-rates>

For students who are not in Winnipeg, there may be online programming available through the ALC available. Information and updates about this will be communicated by the ICM Student Portal.





## Steps for Responding to Racist Comments

COVID-19 is not specific to any ethnic or racial group! However, racist and xenophobic misinformation about Asian communities and racialized groups has been spread online, in the community, and in the media. Below are steps for responding to this type of misinformation.

### 1. Identify

The first step is to identify comments that are racist or xenophobic. These can be very obvious and hateful, or subtle such as a joke. Both forms reinforce racist and xenophobic biases and need to be addressed.

### 2. Interrupt

Next, interrupt the situation so that you can begin to address the racist or xenophobic comment. For example: "Hold on a second, let's talk about that comment."

### 3. Ask

It can be very powerful to question a racist or xenophobic comment. Questioning an ignorant comment can cause the individual to reflect on their own biases or blind spots by having to explain themselves, and it also helps you understand their thinking so you can better frame your response. For example: "Why do you say that?" "What do you mean?" "Tell me more."

### 4. Educate

Not all racist and xenophobic comments and images are motivated by hate,; sometimes they come from a place of misinformation, ignorance or lack of a contact with diverse communities. So, it can be helpful to explain to the individual why the comment is offensive. This gives the individual the benefit of the doubt and allows them to change their opinion. For example: "COVID-19 is a virus that anyone can get. It is not associated with any specific race or ethnicity."

### 5. Support

Just like it is important to be the first to interrupt racist and xenophobic comments, it is also important to support and repeat the anti-racist messages others who have done the same. Having multiple people interrupt racist and xenophobic comments can have a multiplying and reinforcing effect. You can repeat the anti-racist message in different words, or you can thank the first person for addressing the comment.

**Reporting Racist Incidents:** If you have experienced racism related to COVID-19 please report the incident with the [Asian Heritage Society of Manitoba](https://www.asianheritagemanitoba.com) to document your experience and help inform our collective action efforts. The reporting form is available here: <https://www.asianheritagemanitoba.com/incident-reporting/>

Source: This information was adapted from Teaching Tolerance's "Basic Strategies": <https://www.tolerance.org/magazine/publications/speak-up-at-school/in-the-moment/basic-strategies>

Source: <https://www.ipwinnipeg.org/dontdiscriminatemb>

If you or someone you know is experiencing racism and feel comfortable discussing it with an ICM staff member, please reach out to [advisor@learning.icmanitoba.ca](mailto:advisor@learning.icmanitoba.ca) or attend our advising office hours. As a college founded on the values of diversity, equity, and inclusion, racism is not tolerated.

# Study Safe

## AFTER YOUR SELF-ISOLATION

After your 14-day quarantine has passed, you will be one step closer to being able to attend classes on-campus, once they resume in-person. In addition to the mandatory quarantine period, you will also need to complete a mandatory online learning module (information below), along with follow various other requirements. While your quarantine period may be over, community members must still exercise high degrees of caution when attending the ICM office, classes, or University of Manitoba (UM) facilities. Further, while our daily quarantine check-ins will cease at this point, ICM supports continue to be offered to you and your immediate family members who quarantined with you – reach out at any time and watch out for our emails, Student Portal announcements, and events.

*NOTE: The ICM Office is currently closed for in-person meetings and Fall 2020 term classes, with the exception of the labs for CHEM1310 – all services are being offered remotely until further notice.*

## Campus Attendance – Respectful Work & Learning Environment

As per the ICM Student Handbook, ICM expects all staff and students to adhere to the standards of the *UM Policy on Respectful Work and Learning Environment*. ICM will use internal procedures to apply these policies but may consult the UM and in particular the Human Rights and Conflict Management Officer, to ensure staff and students meet the expectations of our partner institution. Please refer to [www.umanitoba.ca/human\\_rights/rwle/](http://www.umanitoba.ca/human_rights/rwle/) for information about the policy.

In order to ensure the safety of all community members is everyone's main priority, we require staff, students, and visitors to follow the information listed in this *Arrival Protocol & Safe Plan*. When attending campus, this includes:

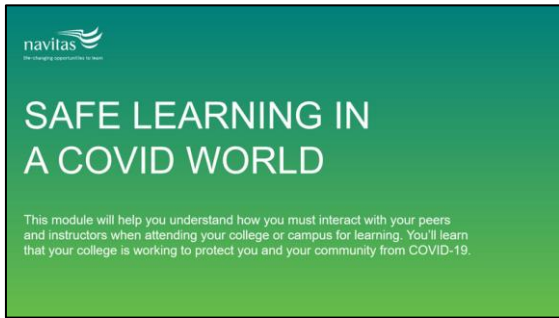
- Practicing proper hand hygiene
- Following proper coughing and sneezing hygiene guidelines
- Practicing physical distancing
- Respecting and following maximum room capacities and office social distancing markers
- Wearing a mask - it is required to wear a mask in all indoor common or shared areas on campus



Community members who are not acting in accordance to the terms of this *Arrival Protocol & Safe Plan* or violate the *UM Policy on Respectful Work and Learning Environment* may be subject to penalties, including the possibility of suspension, expulsion, and/or being banned from campus. We thank you for taking these requirements seriously to protect yourself and those around you.

## Online Learning Modules

Prior to attending the UM campus and the ICM office and classrooms, all students and staff will be required to complete a COVID-19 Learning Module. These learning modules are designed to help all community members understand the expectations and requirements of learning and working on-campus. These modules will be available to students and staff on Moodle, accessible through Student Portal. All students will be required to complete their modules prior to being eligible to register in classes and attend campus, while instructors, teaching assistants, and administrative staff will be required to complete their modules before reporting to campus for work.



*COVID-19 Safe Return Moodle Learning module for Students*



*COVID-19 Safe Return Moodle Learning Module for Staff*

Information on how to access these online learning modules will be circulated by email. Please check your official ICM email on a regular basis for important announcements like the instructions for completing your modules.

## ICM Classroom Attendance

Students should not come to class if they are feeling sick. If a student is exhibiting symptoms of COVID-19 they are to quarantine for 14 days. Students should inform their instructor as soon as they feel ill so academic accommodations can be discussed and arranged where appropriate. Please be advised that medical documentation will not be required of students for the Fall 2020 term.

Students should also notify the Student Success Advisors to confirm their quarantine plans. ICM student advisors are here to support you with any questions or concerns that you may have at any time. You can email ICM student advisors at [advisor@learning.icmanitoba.ca](mailto:advisor@learning.icmanitoba.ca), or make an online Zoom appointment with an advisor by clicking on the link displayed on the ICM Student Portal.

Prior to attending class, students, instructors, and teaching assistants (TAs) should complete the COVID-19 Screening Tool to make sure they are not considered at risk of being symptomatic of COVID-19. Please make sure to complete <https://sharedhealthmb.ca/covid19/screening-tool/>. If the results ask you to quarantine, please reach out to your instructor/TA to notify them of your absence (and instructors/TAs should notify the class, if the course will not take place in-person).

Outside each classroom will list the maximum classroom capacity, which is to be adhered to at all times. Further, the following four questions are to be on display. Students, instructors, TAs, and visitors (as appropriate) are not to enter the classroom if the answer to any question is 'no'.

- Are you experiencing cold or flu like symptoms?
- Have you recently had a fever?
- Have you been in contact with anyone that is confirmed to have COVID-19 in the last 14 days?
- Have you returned from overseas in the past 14 days?



Masks are mandatory across campus, including in classrooms. Students and instructors may choose to remove their masks in class if they can maintain the 2-metre social distance requirements.

Instructors and Teaching Assistants are required to take attendance in every class, which is then submitted to the Student Success Advisors for weekly follow-up with students. Note that in the event of a confirmed case of COVID-19 by public health authorities, attendance records may be used and shared with official government agencies to identify others at risk through community contact.

## ICM office attendance

The ICM office is currently closed for in-person meetings and Fall 2020 term classes, with the exception of the labs for CHEM1310 – all services are being offered remotely until further notice. Once the office reopens and in-person meetings can resume, it will be done so by appointment basis only (until further notice). Any visitor to the ICM office will need to complete the following steps prior to commencing their meetings:

- All visitors to the ICM office will need to book a meeting through the appropriate channels, whether directly with the staff member who is booking the appointment or through Student Portal for advising/case management appointments.
- Visitors will need to complete the COVID-19 Screening Tool to make sure they are not considered at risk of being symptomatic of COVID-19. Please make sure to complete <https://sharedhealthmb.ca/covid19/screening-tool/>. If the results ask you to self-isolate, please connect with the person who you are scheduled to meet and consider remote options for the meeting to take place, if appropriate.
- All visitors to the ICM office will be required to wear a mask for the entirety of their visit.
- A Campus Attendance Register will need to be completed upon visiting the office, inclusive of your name, phone number, email address, arrival time, and departure time. Note that in the event of a confirmed case of COVID-19 by public health authorities, campus attendance records may be used and shared with official government agencies to identify others at risk through community contact.
- Please make sure you keep physical distance from others while you're in the office and follow the reception lineup floor markings.

## Vulnerable persons

Some groups of people are more vulnerable to experiencing higher risk symptoms of COVID-19. The groups include individuals who are 60 years of age or older, those with chronic health conditions (such as heart disease, chronic lung conditions, etc.), or have a weakened immune system (such as cancer or an autoimmune disease).

If you find yourself in one of these categories listed above, you are considered a vulnerable person. As a vulnerable person, it is worth considering:


- Registering in remote classes and staying at home as much as possible to minimize your in-person interaction with others.
- Using drop-off or delivery services for groceries and medications, or seeking help from friends and family.
- Connecting with your instructors and ICM Student Success Advisors to inform them of your potential course absences and self-isolation plans.
- Avoiding close contact and maintaining an appropriate physical distance, preferably in outdoor settings, if choosing to visit with family.
- Avoiding large groups of people and crowds.
- Avoiding contact with anyone who has symptoms of COVID-19.
- Following physical distancing measures, hand hygiene, and cough etiquette.
- Limiting the number of people you come into contact with at this time to continue to reduce the spread of COVID-19.
- Having a plan for if you get sick, that includes who can care for you.

For more information, please visit the Province of Manitoba website at [www.gov.mb.ca/covid19/updates/prepareandprevent.html](http://www.gov.mb.ca/covid19/updates/prepareandprevent.html).

## Responding to a confirmed or suspected case of COVID-19

Despite best efforts to keep the community safe through quarantine requirements, prior training, pre-screening questionnaires, and social distancing measures, there may be circumstances where individuals attend ICM classes or meetings appearing to be perfectly healthy when arriving but end up having first displays of symptoms while in-class or in the ICM office.

Upon notification of potential or actual on-site exposure at the college, the following must take place:

- Where possible, remove the person from an open-plan space or classroom to an isolated private space, such as a meeting room or outdoor area. If this is not possible, ensure physical distancing is maintained.
  - If the individual is able to do so, ask them to telephone Health Links/Info Santé: 204-788-8200 to identify if they should go to the hospital, to a COVID-19 testing centre, or make alternative arrangements.
  - If the individual is experiencing severe symptoms or difficulty breathing, please call 911
  - If the person is not wearing a mask, provide them with a face mask and request that they clean their hands with sanitizer.
- 
- Limit contact with the person until they leave for their medical assessment.
  - Contact the ICM office (Associate Directors or College Director & Principal directly), providing information on the impacted parties and time of attendance.
  - ICM contact will then contact the nominated Workplace Health & Safety contact person (Navitas North America HR Director) to assess what further actions are required, both for follow-up with the individual exhibiting symptoms, along with arrangements required for cleaning, contacting public health officials, etc.
  - An ICM Support Person is to be appointed for all individuals who are placed in quarantine due to government advice, typically a Student Success Advisor. This Support Person is to connect remotely with the quarantined individual on a daily basis to check-in on their mental and physical well-being. Check-ins will be conducted by email on a daily basis, with phone calls periodically taking place throughout the period of quarantine.
  - ICM Staff to refer to *Navitas Isolated or Quarantined Persons Procedure* to provide support to the quarantined person. A summary of this procedure is listed below.

When there is suspicion or actual evidence of COVID-19 in an ICM setting, several steps must be undertaken in the second phase response to reduce the risk of further exposure. The College Director & Principal (CDP) must ensure the following processes are in place:

- Identify any persons that may have been in contact with, or in a location where the confirmed COVID-19 person has been and obtain relevant register of site attendance for the last 14 days.
- If requested, this information may be provided to the local health authority or applicable government. The provision of access register information allows the local health authority to expedite contact tracing and enable them to notify the potentially affected persons and undertake local health processes.
- Evacuation and isolation of the affected areas and persons. By using the campus register of site attendance, it can potentially be determined whether a person was in an area exceeding 15 minutes, or at minimum who has been on site on a particular day, and potentially exposed to the person with suspected coronavirus. The Workplace Health & Safety (WHS) contact person will assess the risk and advise if the impacted area is to be evacuated, at-risk people isolated, or if the college is to be closed in the short term.

- Following advice from the WHS contact person, the CDP should arrange for the area to be cleaned, based on the level of risk.
- The communication notifying the community will be done following the lead of local and provincial public health officials.

## ICM Notification by Manitoba Public Health Officials

Manitoba Public Health officials will contact ICM if needed. If a community member (student/staff/visitor) becomes symptomatic:

- Out of respect for your privacy and protection of personal health information, you are not required to provide personal health information to ICM. We are here to support you and welcome you to reach out to us if you need assistance navigating the medical system, requesting academic accommodations, contacting your family, etc. In cases where students/staff are required to miss classes/work, Manitoba Public Health officials will reach out to ICM; therefore, students/staff are not required to self-disclose medical information.
- Based on test results, local public health officials will advise you what actions should be taken.
- When a case of COVID-19 is confirmed, local public health officials will lead the response and advise ICM if a confirmed case of COVID-19 was present on campus during an individual's infectious period, and assess the need for ICM or part of ICM to be closed for a period of time, and provide further direction.
- Local public health authorities will identify close contacts of a positive case and contact those individuals who may have been exposed.

In the event a student in quarantine tests positive:

- A student that is quarantining alone and who tests positive for COVID-19 during the 14-day quarantine period will need to self-isolate, unless they require medical attention and/or hospitalization. Please refer to the [Guard.Me More Policy Plan](#) for eligible expenses. Any student or co-arriving immediate family member that tests positive can expect to be contacted by Manitoba public health officials and will be required to follow all further measures as set out by the public health official, which may include self-isolating beyond the initial 14-day quarantine period.
- If a student tests positive for COVID-19 while quarantining with an immediate family member(s), the student will be separated from the family member(s) and will need to self-isolate. The family member(s) will need to move to another guestroom and will be monitored for symptoms of COVID-19 during wellness check-ins by the ICM Support Person. Family member(s) who had been quarantining with a student that tests positive for COVID-19 should expect to be contacted by Manitoba Public Health officials and will be considered a close contact to this case, and may need to continue to quarantine beyond the 14-day quarantine period.
- If a co-arriving immediate family member tests positive for COVID-19 while quarantining with a student, the family member (s) will be separated from the student and need to self-isolate, likely beyond the family member(s) initial 14-day quarantine period. The student will need to move into another guestroom, and will be monitored for symptoms of COVID-19 during wellness check-ins by the ICM Support Person. The student should expect to be contacted by Manitoba Public Health officials and will be considered a close contact to the case, and may need to continue to quarantine beyond the initial 14-day quarantine period.
- The unexpected guestroom and meal costs due to the student or family member(s) testing positive for COVID-19 will be the students' responsibility.
- Manitoba Public Health will contact all cases and contacts daily and perform active daily monitoring on cases and contacts for the duration self isolation and will advise each when that requirement ends.

## Isolated or Quarantined Persons Procedure Summary

There may be instances where staff or students may need to be isolated following exposure to a virus or high-risk situation. When a person is required to be isolated or quarantined, we have a basic duty of care to ensure their safety and the safety of others has been considered. The following outlines the key areas associated with the official *Isolated or Quarantined Persons Procedure*, located on the Navitas Intranet:

- Ensure that a Navitas employee has been allocated as a support person
  - Support Person must be made fully aware of the reasons the person has been isolated and agree to provide the support.
  - Support Person should be provided all the relevant information from the WHO or relevant body.
  - Support Person should not be conducting any in person visits (face-to-face) to the Isolated Person.
- Ensure the person isolated/quarantined has considered:
  - Access to healthcare
  - The accommodation is appropriate
  - Access to communications such as internet and phone
  - Access to provisions or arranged provisions
  - Transport to attend medical appointments, etc.
  - Employee Assistance Program (EAP), KeepMeSafe, or other services
- Once all the support is in place, the Navitas Support Person must ensure they maintain daily contact and report to the CDP if they believe the isolated person may be under excessive stress or at risk.
- Considerations should be made for the individual's personal needs or stressors - this could be cultural or communication barriers. If the Navitas Support Person feels they are not suitable to provide the appropriate support, they must let the CDP know immediately.
- Any ICM student or employee who shares their accommodation with a person that has been placed into isolation or quarantine, must notify an appropriate ICM staff member or in the case of an employee, their direct manager. The CDP or employee's manager must notify their WHS contact person.
- It may be a requirement for ICM to report to local and federal health officials the number and status of all persons isolated or quarantined, including circumstances of non-compliance, therefore we must collect and monitor the following information:
  - Person's full name
  - Person's date of birth
  - Isolated/quarantined area physical location
  - Whether the individual is isolating/quarantining alone or with others
  - Date of actual, possible or proximity of effected area/persons
  - Date placed in isolation/quarantine
  - Date isolation/quarantine expected to be completed
  - Support Person name
  - Support Person contact details
  - Any notes pertaining to the isolation/quarantine that may assist in supporting persons
- This information will remain confidential and only be released to government bodies and for internal auditing to ensure adequate support is in place.

## Cleaning requirements

Routine environmental cleaning requirements are divided into two groups—frequently touched surfaces and minimally touched surfaces. Good practice for the cleaning of these surfaces is as follows:

- Clean frequently touched surfaces with detergent solution.
- Clean general surfaces and fittings when visibly soiled and immediately after any spillage.

The CDP or delegate will coordinate with the UM and external contract cleaners to apply the appropriate cleaning protocols in line with good practice during the COVID-19 pandemic. In locations where staff are also required to clean areas or equipment, the below cleaning requirements also apply. Where ICM employees are required to complete cleaning tasks, procedures or work instructions will be developed to identify the cleaning activities and health and safety controls to be implemented.

### Cleaning arrangements should include:

- High grade (disinfectant) products to be used across the same cleaning areas as covered in the day-to-day standard clean.
- Frequent cleaning and disinfecting of high touch surfaces such as benchtops, desks, doorknobs, taps and handrails with a high-grade detergent or wipes.
- Frequent cleaning and disinfecting of used objects such as shared computers, photocopiers and other equipment with a high-grade detergent or wipes.
- Follow Provincial Health, Navitas corporate policies, and UM cleaning guidelines for the appointment of cleaning contractors to complete cleaning of high-touch surfaces throughout the day.



### Terminal Clean (Deep Clean)

- A Terminal clean is a thorough clean that covers a building from ceiling to floors and all furniture between
- Terminal cleaning must be implemented following notification of a COVID-19 positive case at the college
- Terminal cleaning may be required following identification of a COVID-19 suspected case on campus/site and should be discussed with the senior manager and WHS Contact person

## Student Identification Card (ID Cards)

Students who do not have student ID cards are able to use their passport or other government issued ID to identify themselves when signing in to write their tests or exams during the Fall 2020 online semester. Student ID cards are not required for classroom attendance. Once campus reopens more fully, arrangements will be made to safely acquire Student ID cards.

## ICM REGISTRATION SUPPORT

Prior to the term starting, students will enroll in their desired subjects on their ICM Student Portal. During enrolment, students can email any registration enquiries to [register@icmanitoba.ca](mailto:register@icmanitoba.ca) for support.

To assist in your enrollment, a Registration Guide has been created which outline the days, times, and requirements for each course offered for the upcoming term. You can access the Registration Guide at <https://machform.icmanitoba.ca/view.php?id=75648>.



## ICM Student PEER Supports

### Peer Education

ICM Peer Educators are student volunteers who have excelled in academic courses and are eager to support their peers in their academic journey by offering free tutoring services in a variety of subjects. They are friendly, helpful individuals who assist their peers by providing tutoring, feedback, and informational resources in a variety of subject areas. Students can book a tutor at no cost by following the directions on the ICM Student Portal.

### Peer Advisors

ICM Peer Advisors are student volunteers who work closely with the Student Success Advisors to respond to common questions and concerns during peak advising times. Peer Advisors are mentors and a group of friendly, supportive faces for all students. Volunteers fulfil the program's mission through their support of students and teamwork with one another. Students can access Peer Advisors through community meet ups that are offered throughout the term. Stay tuned to your ICM Student Portal for more details!

### Student Council

Student Council works closely with ICM staff to support students' transition into ICM and into the UM by encouraging community building between incoming, current, and outgoing students, as well as alumni. Student Council focuses on hosting a variety of events so students can stay engaged with one another. Even during the remote terms, ICM Student Council are actively preparing a variety of social activities you can get involved in.

### Cultural Ambassadors

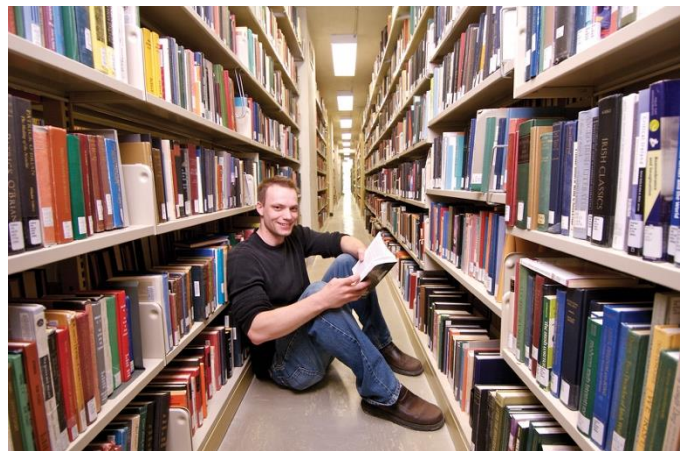
Cultural Ambassadors create awareness of ICM's cultural diversity by leading initiatives that celebrate the backgrounds of our student body, while embracing our collective Canadian experience. They are enthusiastic about creating a supportive space in which all students feel they are welcome participants in the ICM community. Join them for events, workshops and contests on Zoom and social media!

### UM Library Resources

The UM Libraries are great resources for making your studies as successful as possible. When accessing library resources, you will want to sign into the UM Libraries website using your UMNNet ID. You can claim your UMNNet ID by visiting <https://learning.icmanitoba.ca/feed/ITServices>.

Below are key UM Library resources that ICM students can utilize:

- **U of M Library Updates** - Find out key information about UM Library access and availability of services - <https://libguides.lib.umanitoba.ca/covid-19-libraryaccess>
- **LibGuides** - If you are looking for more information on specific subject areas throughout the term, the LibGuides through the UM libraries are great resources. The website will point you in the right direction towards subject specific information for your course assessments - <https://libguides.lib.umanitoba.ca/icmstudents>.
- **U of M Library Searches** – <https://umanitoba.ca/libraries/LibrarySearch>
- **Ask the U of M Library Staff** – [https://apps.lib.umanitoba.ca/chat/pop\\_up/uml.html](https://apps.lib.umanitoba.ca/chat/pop_up/uml.html)
- **Study Spaces** – Please note that all libraries, including Elizabeth Dafoe, Sciences & Technology, and Neil John Maclean Health Sciences Libraries, are now closed. You can still get Libraries' help online. Masks are required in all library spaces.
  - The Elizabeth Dafoe Library (main floor)
    - Open Monday-Friday from 10:00am-6:00pm



- 110 seats available total (walk-in, no advanced booking), students must show UM ID upon entry
- The Science & Technology Library (main floor)
  - Open Monday-Friday 10:00am-6:00pm
  - 65 bookable quiet study spaces, students must show UM ID upon entry

## Online Academic Journal Access

All current ICM students have access to eJournal Access through the U of M Library student services. The two online academic journals are Proquest Research Library and EBSCO Academic Search Complete. To access these journals, students will need to login to their ICM Student Portal account.

- Academic Journal Resources - <https://learning.icmanitoba.ca/feed/AcademicJournalResources>

## Course textbook requirements

To find out which textbooks are required for your ICM courses, a list can be found on your ICM Student Portal under “Documents” – “Academic Information” – “Textbook List – 202003.” You can also look at each of your course’s requirements on their individual Course Syllabus posted on each course Moodle page. Note - all UTP I textbook fees are included in your tuition fees.

Many of the textbooks that your ICM instructors are requiring can be purchased as an electronic textbook (online version) from anywhere in the world. Please follow your individual Course Syllabus for how to purchase these eTexts if available.

## U of M BookStore

Effective Sat November 21, the Fort Garry BookStore is CLOSED for in-person shopping. Online shopping with delivery options are available. Additional resources of interest may include:

- Purchase materials online - <https://umanitoba.ca/campus/bookstore/shoponline.html>
- Purchase via email - [bookstore\\_webmaster@umanitoba.ca](mailto:bookstore_webmaster@umanitoba.ca)
- Purchase via telephone – (204) 474-8321, or toll free (800) 310-3331



# Supporting Documents & Links

## Government Websites

- Government of Canada COVID-19 Page - [www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html](http://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html)
- Province of Manitoba COVID-19 Page - [www.gov.mb.ca/covid19/index.html](http://www.gov.mb.ca/covid19/index.html)
- When you Travel to Canada - <https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/students.html#travel>

## Mental Health & Physical Wellness Support Websites

- KeepMe Safe - [www.guard.me/keepmesafe.php](http://www.guard.me/keepmesafe.php)
- UM Student Counselling Centre - <https://umanitoba.ca/student/counselling/how-to-access-counselling.html>
- Anxiety Disorders Association of Manitoba - [www.adam.mb.ca/](http://www.adam.mb.ca/)
- Canadian Mental Health Association COVID-19 Managing Stress and Anxiety - <https://mbwpg.cmha.ca/covid-19-managing-stress-and-anxiety/>
- Canadian Mental Health Association COVID-19 Mental Health Resources Guide for Winnipeg - <https://mbwpg.cmha.ca/resources/mental-health-resource-guide-for-winnipeg/>
- Centre for Addition and Mental Health: Stress, Anxiety, and Mental Health During Social Distance - [www.camh.ca/en/health-info/mental-health-and-covid-19](http://www.camh.ca/en/health-info/mental-health-and-covid-19)
- Province of Manitoba Mental Health Virtual Therapy Program - [www.gov.mb.ca/covid19/bewell/virtualtherapy.html](http://www.gov.mb.ca/covid19/bewell/virtualtherapy.html)
- Financial Aid - Students who are facing sudden financial hardships can apply for financial aid through ICM - <https://machform.icmanitoba.ca/view.php?id=16596>
- Food Bank - Students who are having a hard time getting enough food are encouraged to reach out to ICM Student Advisors at [advisor@learning.icmanitoba.ca](mailto:advisor@learning.icmanitoba.ca). Students may also be eligible to obtain food through Winnipeg Harvest - <https://winnipegharvest.org/>

## Reducing Social Stigma of COVID-19 Websites

- World Health Organization – Social Stigma Associated with COVID-19: [www.who.int/docs/default-source/coronaviruse/covid19-stigma-guide.pdf](http://www.who.int/docs/default-source/coronaviruse/covid19-stigma-guide.pdf)
- Public Health Agency of Canada:
  - COVID-19: Testing and reducing stigma: [www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-testing-reducing-stigma.html](http://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-testing-reducing-stigma.html)
  - Addressing Stigma: Towards a More Inclusive Health System: [www.canada.ca/en/public-health/corporate/publications/chief-public-health-officer-reports-state-public-health-canada/addressing-stigma-toward-more-inclusive-health-system.html](http://www.canada.ca/en/public-health/corporate/publications/chief-public-health-officer-reports-state-public-health-canada/addressing-stigma-toward-more-inclusive-health-system.html)
  - Addressing stigma in Canada’s health system: [www.canada.ca/en/public-health/corporate/organizational-structure/canada-chief-public-health-officer/addressing-stigma.html](http://www.canada.ca/en/public-health/corporate/organizational-structure/canada-chief-public-health-officer/addressing-stigma.html)

Canadian Center for Occupational Health and Safety – Preventing Stigma:

[www.ccohs.ca/images/products/pandemiccovid19/pdf/preventing\\_stigma.pdf](http://www.ccohs.ca/images/products/pandemiccovid19/pdf/preventing_stigma.pdf)

# Key Contact Details

## INTERNATIONAL COLLEGE OF MANITOBA

### ICM Student Advisors

Advisors are available to assist students not only with their academics and program planning but also any other difficulties students may be experiencing and need support with. You can book an appointment with an ICM student advisor by logging into the ICM student portal and emailing [advisor@learning.icmanitoba.ca](mailto:advisor@learning.icmanitoba.ca) or attend a drop in advising Zoom meeting. Each day the Zoom link will be posted on the ICM student portal.

### ICM Reception

General inquiries can be made to the ICM front desk by calling 204-474-8479, or by emailing [reception@icmanitoba.ca](mailto:reception@icmanitoba.ca).

### ICM Finance Department

Students who have inquiries about tuition fees or other payments can contact ICM's finance team by emailing [icmfinance@icmanitoba.ca](mailto:icmfinance@icmanitoba.ca).

## EXTERNAL KEY CONTACTS

- In the event of a medical or safety emergency, please call 911.
- To speak to a nurse over the phone to assess a non-emergency medical situation, contact Health Links / Info Santé – 204-788-8200 or toll-free at 1-888-315-9257
- For crisis support, consider the following options:
  - KeepMe Safe - 1-844-451-9700
  - UM Health Services - 204-474-8411
  - Student Support Case Management at UM - 204-474-7423
  - UM Student Counselling - 204-474-8592
  - Sexual Violence Resource Centre - 204-474-6562
  - Sexual Assault Crisis Line- 1-888-292-7565
  - On Campus Emergency (Security Services) - 204-474-9312
  - Clinic Crisis Line - 204-786-8686
  - Mobile Crisis Service - 204-940-1781
  - Manitoba Suicide Prevention/Support Line - 1-877-435-7170
  - First Nations and Inuit Hope for Wellness Services - 1-855-242-3310