



ICM'S COVID-19 ARRIVAL Protocol and Safe Plan

Winter 2022

Last updated February 17, 2022. This document is subject to change and readers are recommended to download the latest version prior to travel.



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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 non-vaccinated 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. Please note that vaccinated travellers must have been vaccinated with one of the four approved vaccines (Pfizer, Moderna, AstraZeneca/COVISHIELD, or Janssen. For more information please see [here](#).

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. 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.

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.

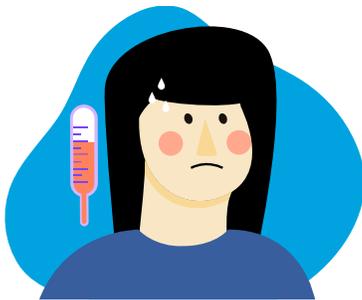
Staying Safe in a COVID-19 World

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



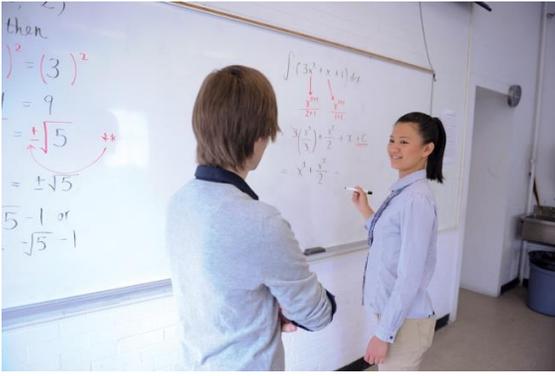
Serious symptoms

- 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.

*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
- **Required Documents:** 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>

Effective November 30, 2021, Canada will expand the list of COVID-19 vaccines that travelers can receive to be **considered fully vaccinated** for the purpose of travel to Canada.

- The list will include Sinopharm, Sinovac and COVAXIN, matching the World Health Organization Emergency Use Listing.
- This is in addition to the current list of accepted vaccines: Pfizer, Moderna, AstraZeneca/ COVISHIELD, and Janssen/ Johnson & Johnson.

Individuals with any of three vaccinations listed above will not be required to quarantine upon arrival. Please note however, that all travellers entering Canada will be tested for COVID-19 and will be required to isolate until a negative test result is acquired.

For more information on this please see: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources/fully-vaccinated-travellers-covid-19.html>

Entry into Canada for Travellers

Upon entry into Canada some travellers may be tested for COVID-19. Fully vaccinated travellers can wait for the results in their homes and are no longer required to stay in a government approved hotel. Unvaccinated travellers will continue to be required to test on arrival, on Day 8 and quarantine for 14 days. Unvaccinated foreign nationals will not be permitted to enter Canada unless they meet one of the few exemptions.

For more information, please see [here](#).

Confirm the location of your 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. Some accommodation providers may allow you to safely quarantine in this space, while others may require you to complete your quarantine prior to moving into your accommodations.

- In the event you are eligible to move-in upon arrival to Winnipeg, 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 your remaining 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 quarantine period, you must adhere to all requirements specified by the federal and provincial health regulations.

- If you are considered fully vaccinated in Canada, will not be required to quarantine for 14 days upon arrival after August 9, 2021. For more information please see: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources/fully-vaccinated-travellers-covid-19.html>
- Please note that non-vaccinated students are not permitted to stay in UM residences. If you do not have the approved vaccines, you will have to book alternative accommodations until you are able to get vaccinated.

Recommended Hotel Options for 14-Day Quarantine Period

ICM Students have a special rate reserved at the [ALT Hotel](#) in downtown Winnipeg. Alt hotel offers a rate of \$67.00 dollars per night. When booking you must enter the booking code MCIE. ALT hotel also offers airport pick up and a \$52.00 per day meal plan that will provide students with three meals a day. To book your reservation please click [here](#).

Alternative Hotel Options

| Hotel | Region | Total | | Meal | Grand | Total | Meal | Grand | Airport Transfer | French Speaking | Staff Electricity | C. Driver | Local Call | Multiple Room Types | Suites | Kitchens | Comp. Breakfast |
|---|--------------------|-------|----------------|----------------------|-----------------|----------------|----------------------|-----------------|------------------|-----------------|-------------------|-----------|------------|---------------------|--------|----------|-----------------|
| | | Rate | Room (11 days) | Plan Price (11 days) | Total (11 days) | Room (14 days) | Plan Price (14 days) | Total (14 days) | | | | | | | | | |
| Delta Hotels by Marriott Winnipeg | Downtown | \$130 | \$1,677 | Include | \$1,677 | \$2,134 | Included | \$2,134 | Yes | Yes | No | No | Yes | Yes | No | No | |
| Holiday Inn & Suites Winnipeg Downtown | Downtown | \$60 | \$774 | \$653 | \$1,427 | \$985 | \$831 | \$1,816 | No | No | Yes | Yes | Yes | Yes | No | No | |
| The Fort Garry Hotel, Spa & Conference Centre | Downtown | \$95 | \$1,225 | \$924 | \$2,149 | \$1,559 | \$1,270 | \$2,829 | No | Yes | Ltd. | Yes | Yes | Yes | No | No | |
| Best Western Plus Pembina Inn & Suites | South | \$112 | \$1,444 | \$562 | \$2,006 | \$1,838 | \$715 | \$2,553 | Yes | Yes | Ltd. | Yes | Yes | Yes | No | Yes | |
| Hyatt House Winnipeg South Outlet Collection | South | \$99 | \$1,275 | \$616 | \$1,891 | \$1,622 | \$784 | \$2,406 | Yes | Yes | No | Yes | No | No | No | Yes | |
| Best Western Plus Winnipeg Airport Hotel | St. James District | \$154 | \$1,986 | Include | \$1,986 | \$2,528 | Included | \$2,528 | Yes | No | Yes | Yes | No | No | No | Yes | |
| Hampton Inn by Hilton Winnipeg Airport, Polo Park | St. James District | \$80 | \$1,030 | \$370 | \$1,399 | \$1,310 | \$470 | \$1,781 | Yes | Yes | Yes | Yes | No | No | No | Yes | |
| Hilton Winnipeg Airport Suites | St. James District | \$150 | \$1,935 | Include | \$1,935 | \$2,462 | Included | \$2,462 | Yes | Yes | Yes | Yes | Yes | Yes | No | Yes | |
| Sandman Hotel & Suites Winnipeg Airport | St. James District | \$65 | \$1,388 | Include | \$1,388 | \$1,778 | Included | \$1,778 | Yes | No | No | Yes | No | Yes | No | Yes | |
| Viscount Gort Hotel, Banquet & Conference | St. James District | \$68 | | | | \$1,116 | \$991 | \$2,107 | Yes | Yes | No | Yes | No | Yes | No | No | |

*All grand total prices are after taxes

*All hotel properties provide complimentary WiFi, room calls and flexible billing services

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.ca
- Email: Service@winnipeglimousine.ca
- Phone: 1-204-981-4100

Hollywood Limousine Service

- Website: 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)

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

- If you are not vaccinated upon arrival to your final destination, 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).
- If un-vaccinated, upon arriving to Winnipeg, 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

It is important that you fulfil any other requirements as mentioned or IRCC's website at www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/students.html#exemptions

Effective November 3, 2021, CBSA will take a more facilitative approach to students who are not fully vaccinated, and any reasonable length of time prior to study will be considered. Please note that these students will still be required to demonstrate to the CBSA that their travel is non-discretionary. For example, an unvaccinated student who arrives several months before classes start with an intention to travel and visit Canada, would be considered to be travelling for a discretionary purpose.

Confirm your health insurance coverage

Health insurance for ICM students who are registered in classes 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

Pack appropriately for your 14-day quarantine

If you are going to be required to 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://travel.gc.ca/travel-covid/travel-restrictions/border>
- 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.*



Vaccinated Travellers

For travelers who meet the criteria of being considered fully vaccinated in Canada) there are certain exemptions that they may be eligible for. For more information please see here: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources/fully-vaccinated-travellers-covid-19.html>

As of January 15, 2022 certain groups of travellers, who are currently exempt from entry requirements, will only be allowed to enter the country if they are fully vaccinated with one of the vaccines approved for entry into Canada. These groups include:

- International students (18 years of age and over)
- Fully vaccinated students will be allowed to attend any provincially or territorially designated learning institution in Canada.
- Unvaccinated students under the age of 18 must attend a designated learning institution with a COVID-19 readiness plan approved by the province or territory where the school is located.

ICM and the University of Manitoba will follow Manitoba Health's definitions of what is considered fully vaccinated. As of November 17, an individual in Manitoba is considered fully vaccinated:

- two (2) weeks after their second dose in a two-dose series, such as the Pfizer, Moderna, or Astra Zeneca vaccines, or
- two (2) weeks after a single-dose vaccine, such as Johnson & Johnson's Janssen vaccine, or
- two (2) weeks after receiving three (3) doses of a non-Health Canada approved vaccine, or
- individuals who have received one or two doses of COVID-19 vaccines outside of Canada with vaccines not approved in Canada require a dose of Pfizer or Moderna to be considered fully immunized.

Please refer to the Province of Manitoba's websites for updates to this definition: <https://www.gov.mb.ca/covid19/fundamentals/life-after-immunization.html>

ICM will also post updates to its January (Winter) 2022 FAQs page here: <https://www.icmanitoba.ca/microsites/coronavirus/january-2022-term-faqs> (available by clicking the gold banner at the top of our website homepage).

People who have received some but not all of the required doses of a COVID-19 vaccine are considered partially vaccinated. People who have not received any doses of COVID-19 vaccine are considered non-vaccinated. Please refer to the latest information published on the Province of Manitoba's website here.

Note that as of November 17, the Government of Canada does not consider you to be a fully vaccinated traveller entering Canada if you have not received a Government of Canada-accepted COVID-19 vaccine or a mix of two accepted vaccines. It is important to refer to both the Province of Manitoba and the Government of Canada's websites above when planning to arrive in Canada and study in person on the University of Manitoba campus.

For a breakdown of the difference in quarantine rules and other arrival information for vaccinated and non-vaccinated travellers please see below:

|  Fully vaccinated travellers permitted to travel to Canada |  Unvaccinated travellers permitted to travel to Canada |
|---|---|
| Not required to quarantine but must present a suitable quarantine plan in case quarantine is required | Must quarantine for 14 days |
| Participate in testing as required | Mandatory on-arrival and Day 8 testing |
| Travellers are not required to stay at a government-authorized hotel | |
| Must meet pre-entry test requirements | |
| Submit information digitally using the ArriveCAN app or website before boarding, if arriving by air, or before arriving at a land or marine port of entry | |
| Follow any additional federal, provincial/territorial and local public health measures | |

GUIDEBOOK ACTIVITY: *BEFORE YOU TRAVEL*

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

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

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 minimum 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.

*While fully vaccinated travellers may be exempt from quarantining, all travellers are still required to have a plan in place should it be determined at the boarder that they are required to quarantine.

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 and vaccination record. 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.

After August 9th travellers will not be required to stay in a government approved accommodation, rather they will be permitted to fly directly into their destination city. Non-vaccinated travellers will be required to quarantine for 14 days. Vaccinated travellers who have received Pfizer, Moderna, AstraZeneca, Janssen vaccines may be exempt from the 14 day quarantine requirement.

Covid-19 Testing in Winnipeg

<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.petaldmd.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 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

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

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

For up to date information on travel restrictions, COVID-19 testing information, and other travel related information: <https://www.aircanada.com/ca/en/aco/home/book/travel-news-and-updates/2020/covid-19.html>

For information on vaccine eligibility and to book vaccine appointments, please see here: <https://protectmb.ca/>

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

For non vaccinated travellers travelling before August 9, 2021, prior to arrival, you confirmed your accommodations for your three day stay in a government approved facility as well as your location for the remainder of your quarantine after you arrive in Winnipeg. 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. Travellers arriving after August 9th, 2021 will not be required to stay in a government approved facility for three days and can proceed to their destination city.

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.

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>

Students in Residence



Unvaccinated students who plan to live in UM residences and who are required to quarantine will not be permitted to do so in residences due to the vaccination requirement on campus. All individuals who plan to come to campus for any purpose are required to be fully vaccinated with one of the four approved vaccinations prior to November 15th 2021.

- a) one dose of Janssen/Johnson & Johnson
- b) two doses of any combination of AstraZeneca/COVISHIELD, Pfizer or Moderna
- c) at least one dose of a vaccine not listed above PLUS one dose of Pfizer or Moderna

If a student is required to quarantine that is not considered fully vaccinated, they will need to do so in an alternative location. For more updates regarding vaccinations and the University of Manitoba please see:

<https://umanitoba.ca/coronavirus/vaccine-information>

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
- *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 is they wish (link: 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 | | | |

| | | | |
|---|---|--|---|
| <p>There is a delivery fee of \$9.97</p> <p>Minimum order value of \$50 (before taxes and fees) to be eligible for Grocery Delivery</p> | <p>Amazon Prime allows for free delivery and potential quicker</p> <p>If do not have Amazon Prime delivery fees depend on the items</p> | <p>Instacart Express is a membership which has an annual fee but with it \$0 fees on orders of \$35 or more</p> <p>Supermarkets includes Walmart, Shoppers Drug Mart, etc.</p> | <p>Minimum order Value of \$40 (before taxes and fees)</p> <p>Ability to order 30 days in advance- which allows for you to pick desired delivery timeslot</p> |
| <p>App is available</p> | | | |

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 that I have successfully arrived in Winnipeg and am currently in quarantine if applicable.

- 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



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

Live Safe

As long as 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

- 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>

Winnipeg transit has made 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/rider-guide/news/winnipeg-transit-response-to-covid-19>



Active Living Centre - Sport and Recreation Facility

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 or attend our advising office hours. As a college founded on the values of diversity, equity, and inclusion, racism is not tolerated.

Supporting Documents & Links

Government Websites

- Government of Canada COVID-19 Page - 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
- When you Travel to Canada - <https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/students.html#travel>
- Vaccinated Travelers Information: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources/fully-vaccinated-travellers-covid-19.html>

Mental Health & Physical Wellness Support Websites

- KeepMe Safe - 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/
- 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
- Province of Manitoba Mental Health Virtual Therapy Program - 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. 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
- 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
 - 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
 - Addressing stigma in Canada's health system: 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

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 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.

ICM Finance Department

Students who have inquiries about tuition fees or other payments can contact ICM's finance team by emailing 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](tel:1-844-451-9700)
 - [UM Health Services - 204-474-8411](tel:204-474-8411)
 - [Student Support Case Management at UM - 204-474-7423](tel:204-474-7423)
 - [UM Student Counselling - 204-474-8592](tel:204-474-8592)
 - [Sexual Violence Resource Centre - 204-474-6562](tel:204-474-6562)
 - [Sexual Assault Crisis Line- 1-888-292-7565](tel:1-888-292-7565)
 - [On Campus Emergency \(Security Services\) - 204-474-9312](tel:204-474-9312)
 - [Klinik Crisis Line - 204-786-8686](tel:204-786-8686)
 - [Mobile Crisis Service - 204-940-1781](tel:204-940-1781)
 - [Manitoba Suicide Prevention/Support Line - 1-877-435-7170](tel:1-877-435-7170)
 - [First Nations and Inuit Hope for Wellness Services - 1-855-242-3310](tel:1-855-242-3310)