



DOUGLAS COLLEGE

Self-isolation/quarantine plan

Protocols for Safe Arrival of International Students

Last updated 2020-08-26

This plan is designed to support international student safe arrival and self-isolation/quarantine in preparation for study at Douglas College while COVID-19 presents a risk to our community. This plan is part of the [Douglas College COVID-19 Safety Plan](#). The COVID-19 pandemic is dynamic and Douglas College officials are monitoring recommendations and Orders declared by the Provincial Health Officer in order to respond with updates to our plans, protocols, and procedures. Douglas College is committed to following all BC Public Health Officer Orders.

The Douglas self-isolation/quarantine plan is broken into four stages; pre-arrival communication, pre-arrival travel planning; quarantine, and post-quarantine. This plan will be updated regularly by the Douglas College International Office to reflect changes in response to new information, updated procedures, or guidance from the Provincial Health Officer or the Ministry of Advanced Education, Skills and Training. Comments or suggestions regarding the plan are encouraged and may be sent to Brian Storey, storeyb@douglascollege.ca

Phase I: Pre-arrival communication

Douglas International will provide ongoing communication with students outside of Canada regarding safe-travel to Canada and mandatory self-isolation/quarantine in the following modes and with the following messages:

Modes of communication:

1. Weekly reminder emails to accepted and returning students not currently in Canada.
2. Weekly pre-arrival webinars including “Quarantine 101” material and Q&A
3. Direct response from advisors for 1:1 support via email or video-conference.
4. [Website](#) updates and resources on the ‘Travel to Canada/Quarantine’ pages.

Messages across modes

1. Requirement to notify Douglas International if intending to travel to Canada
2. Submission of self-isolation plan (including airport transfer) to Douglas International for tracking.
 - a. Public transit is not recommended for any new arrivals
 - b. Taxi and ride-share service numbers provided on resource page linked above
3. Submission of self-isolation plan to the BC Government
4. Submission of plan via the “ArriveCAN” app to the Government of Canada
5. Instructions for purchase of medical insurance and MSP application
6. Instructions for timing of travel to meet the 14-day self-isolation requirement

7. Transportation and mask requirements for arrival
 - a. Public transit is not recommended for any new arrivals
 - b. Masks where not required by a transit provider (taxi) are recommended
 - c. Taxi and ride-share service numbers provided
8. Pre-vetted full-service self-isolation accommodation package provider resources
9. Additional food services delivery options

Phase II: Pre-arrival travel planning

Douglas International is using a step-wise process to help students prepare for successful travel and quarantine upon arrival; 1) completion of a web-form, 2) follow-up direct confirmation of travel plans and readiness by staff, and 3) email confirmation of requirements completion. These steps are supported by the Douglas College [“Travel to Canada – quarantine planning”](#) web resources for students. Pre-travel quarantine support planning involves student acknowledgement of legal requirements and ensuring they have made proper arrangements for a successful quarantine period upon arrival. The following checks are including in the pre-quarantine travel planning phase:

1. Study permit confirmation
2. Review of in-person/in-Canada requirements of program
3. Submission of travel itinerary
4. Confirmation of registration in our mentor program required for quarantine phase
5. Confirmation of in-Canada communication options and preferences
6. Submission of quarantine details including:
 - a. airport transportation needs upon arrival
 - i. Public transit not recommended for any new arrivals
 - ii. Masks where not required by a transit provider (taxi) are recommended
 - iii. Taxi and ride-share service numbers provided
 - b. quarantine accommodation location and confirmation if a private provider
 - c. confirmation of download of ArriveCAN app.
 - d. confirmation of submission of BC Self-Isolation plan
 - e. medical insurance requirements acknowledgement

Phase III: Quarantine period

The quarantine period is set-up to achieve three priorities: 1) compliance with the quarantine act and Ministry of Health guidelines, 2) social, physical (nutrition/medicine) and emotional support during isolation, and 3) preparation for post-quarantine success. The Douglas International mentor program utilizes a mentor/mentee log and flagging system and concerns will be escalated by staff for follow-up and referrals when needed. The quarantine period includes the following stages, information provision and support:

1. Arrival: Student met at airport by pre-planned transport provider
2. Arrival: Student checks-in using pre-arrival plan method agreed to in Phase II.

3. Intensive monitoring: Days 1-3: Video or phone check-in daily. Check-in priorities:
 - a. ArriveCAN app use reminder
 - b. Successful quarantine tips, tricks and resources
 - c. Food/meal/medicine/socio-emotional check
 - d. Share online school resources (academic preparation)
 - e. Answer in-scope questions and referral/follow-up for out-of-scope
4. Maintenance monitoring: Days 4-12: daily message and/or video check-in.
5. Quarantine closure monitoring: Days 13-14
 - a. Day 13: Provision of campus guidelines and online services reminder;
 - b. Day 14: Quarantine ends

Provisions for additional support for students with a positive case:

- Supervisor assumes case-management with the primary staff remaining in contact of with the student to maintain socio-emotional support. Enhanced services will depend on case severity and include:
 - o System navigation for accessing health services as needed
 - o Twice or more daily health check-ins with the student
 - o Enhanced needs assessment (food & medicine) and follow-up
 - o Updating of the quarantine time-frame with public-health guidance

Phase IV: Post-quarantine Period

The post-quarantine period is characterized by ongoing and regular communications related to student service offerings, student success programming, and continued vigilance with regard to protecting self and community while COVID-19 presents a risk to our community. Communication for international students is conducted through bi-weekly newsletters, social media and the Douglas International website. In addition to regular Douglas College student services, the following services have been enhanced during the pandemic to support international students:

Mental health

Students experiencing anxiety, depression or other mental health challenges arising from the COVID-19 pandemic have access to the following resources, the College's confidential student counselling services and [Here2Talk](#) offering mental-health counselling available 24/7.

Enhanced technical support

Students-helping-students program provides 1:1 IT support through a Co-operative education program in partnership with our Centre for Education and Information Technology. Additional resources have enhanced services to allow for 7AM-9PM availability for students while online education is required.

Enhanced financial emergency support

Douglas College established an emergency financial aid fund of over \$600,000 for domestic and international students, which is available to support students who face unexpected hardship due to pandemic related causes.

Douglas International student mentor program

The mentor program provides 1:1 peer social contact as well as support navigating the Douglas College and BC information systems as needed. Mentors are trained to escalate concerns to their supervisor for resolution or referral to other Douglas College services such as Student Success Advising, Counselling, or Financial Aid.