

Heartland International English School

COVID-19 Guidelines



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Welcome Message

Heartland International English School in Winnipeg, Manitoba, Canada is ready to welcome international students back for in-person classes. International students and their co-arriving family members traveling to Canada and Manitoba must follow government regulations for the COVID-19 pandemic to keep travellers and communities safe. This document outlines what international students and co-arriving family members must do while traveling and upon arrival in Manitoba to meet these requirements.

Heartland International English School is committed to operating in a way that prioritizes the health and safety of students, staff, host families, and communities. We have based 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 Heartland's COVID-19 Protocols. We will have ongoing dialogue with the Department of Economic Development and Training to continue to meet requirements and verify ongoing adherence to the federal requirements.

All students and co-arriving family members must read these COVID-19 Guidelines. All students must also attend an online orientation session to learn about our safety protocols before coming to the building.

Please make sure you read through this package carefully so that you have a smooth journey to Canada and can start your studies successfully.

Welcome to Manitoba!

Pre-Arrival Requirements

Before you travel, print and read through this guidebook and re-read the relevant sections as you make your way to Canada.

The Government of Canada's Quarantine Act requires that all new students to Canada (and accompanying family members) must quarantine for 14 days upon arrival, prior to joining in-person classes. This means that you must stay on your own, and avoid contact with others for 14 days.

Please note, students may be denied entry into the country, or may be denied entry to/dismissed from Heartland with no refund if they do not have a quarantine plan or follow protocols. Any non-compliance with the 14-day mandatory quarantine under the federal Quarantine Act means that students may be subject to [fines and penalties established by the government of Canada](#) and government of Manitoba, and could result in reporting of quarantine breaches to the Canadian Border Services Agency.

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.

Heartland will check in with students daily during their quarantine to see how things are going, and to offer support as needed. Heartland will report any compliance issues to the RCMP and/or local police.

To help ensure you are well prepared for your arrival, we ask that all students complete and submit a quarantine plan. Heartland can assist students in developing and arranging their quarantine plans, if needed.

Developing a Quarantine Plan

Quarantine Accommodations

Please see Appendix A for a list of possible short-term accommodation providers that offer student Quarantine rates, and meal plans.

You may also book your choice of hotels, Airbnb, or private housing not listed in Appendix A. However, please make sure to contact the hotels before your departure and check what services are available for your quarantine. For example, airport pick-up, meals delivered to guestroom, health and safety protocols.

If you need help finding accommodations or developing your quarantine plan, please contact Heartland International English School for assistance at info@heartlandenglish.com, or by phoning 1-204-989-8448.

Once you've booked your long-term housing arrangements (ex: homestay, residence, private housing), contact them to confirm whether you are able to self-isolate 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 self-isolate before moving into your permanent accommodations, provide your accommodations provider confirmation on your arrival date/time, along with your plan for 14-day quarantine.

Accommodation Services

Determine what services are available by your 14-day quarantine accommodation provider.

Confirm 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

Book airport pick-up services

To safely get from the airport to where you are quarantining, students are advised to avoid using public transit (i.e. the bus). It's recommended to use a private vehicle, and remain inside your vehicle without making unnecessary stops. If you need gas, pay at the pump. If you need food, go through a drive-thru, ensuring you maintain a two-metre distance and avoid paying with cash. Do not stop for supplies or groceries. Ask friends to drop-off groceries and supplies, or use a delivery or pick-up service when you get home.

If you do not have access to a private vehicle, taxis or hotel shuttles can be considered provided they follow all requirements as outlined under the advice for vehicles for hire and their passengers (<https://www.gov.mb.ca/covid19/restoring/transportation.html>):

Drivers should do the following:

- Screen all passengers for symptoms of COVID-19 or exposures prior to entering the vehicle. Passengers experiencing symptoms of a respiratory illness (e.g., cough, fever, sore throat,

- runny nose) that do not have access to a private vehicle, are advised to call Health Links - Info Santé to assist with developing a plan to get to a health facility.
- Ensure they self-monitor for symptoms before starting their shift
 - Consult Transport Canada's guidelines when **considering a physical barrier between the driver and passengers. As an alternative to installing a physical barrier, leave the passenger seat and the seat immediately behind the driver unoccupied.**
 - **Transport one fare at a time (e.g. people from the same household).**
 - **Clean hands before pick-up with an alcohol-based hand sanitizer.**
 - **Open the vehicle windows** (weather permitting) and use the vents of the vehicle to bring in fresh air from outside (avoid using the recirculated air option of the vehicle).
 - **Encourage passengers to use an alcohol-based hand sanitizer before entering the vehicle, and ask passengers to avoid touching the interior of the vehicle as much as possible.**
 - Limit contact with passengers by:
 - a) **Requiring passengers to load and unload their personal belongings (e.g., suitcases, briefcases) by themselves;** if this is not feasible and passengers require assistance, use an alcohol-based hand sanitizer before/after (un)loading passengers' personal belongings. And
 - b) **Requiring passengers to sit in the back seats only (if transporting one passenger, have them sit in the back, passenger side of the vehicle). The front passenger seat should be vacant at all times. This may mean limiting the number of passengers you transport at one time, and may require additional trips. Passengers with special needs who require a companion may sit next to their companion (treated as if they were from the same household). As applicable, passengers from different households should also maintain physical distancing (two metres) when lining up to get in the vehicle, and when exiting the vehicle.**
 - c) Should a passenger require assistance getting in/out of the vehicle and/or with their seatbelts, limit the interaction to be as brief as possible, and use an alcohol-based hand sanitizer before/after assisting the passenger.
 - **Direct passengers to place all of their personal belongings in the trunk rather than in the back seat.**
 - Encourage cashless transactions.
 - **Clean and disinfect your vehicle** after you drop off each fare with an alcohol (70 per cent) wipe, paying close attention to surfaces that are touched frequently (e.g., door handles, window controls, payment device). Where possible, use vehicles with interior surfaces that can be cleaned and disinfected easily (e.g. vinyl seats instead of fabric).
 - **Clean your hands** after you drop off each fare with an alcohol-based hand sanitizer. You should also clean your hands before and after you eat as well as after you cough or sneeze.
 - **Provide a closed bin, lined with a plastic bag (i.e., plastic-lined garbage container) to enable the hygienic disposal of waste (e.g., used tissues).**
 - Everyone in the vehicle should avoid touching their face, practice good cough etiquette, avoid touching high-touch areas and clean their hands before and after getting in the vehicle

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.

Understanding your responsibilities

Read the information located on the Government of Canada's website

(<https://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 quarantine upon arrival including:

- You must quarantine 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 quarantine 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.
- 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
 - 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

Packing 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 quarantine 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 in quarantine
- Activities 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

Planning for arrival in Canada

1. Read about entry to Canada: <https://cbsa-asfc.gc.ca/services/covid/non-canadians-canadiens-eng.html>
2. Watch these two videos about Entry to Canada and Isolation Requirements:
 - <https://cbsa-asfc.gc.ca/multimedia/ncov/air-avion-eng.html>
 - <https://www.canada.ca/en/public-health/services/video/covid-19-new-requirements-people-entering-canada.html>
3. **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.
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/digital-tools.html>

Checklist: 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. I will 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 14-day quarantine period. Other items I may want to add to my list include:
 - _____
 - _____
 - _____
 - _____
 - _____
- ☐ I have downloaded the ArriveCAN app to my phone.

Quarantine Plan Template - Personal and Arrival Information

Please print and complete this form to bring with you on your travels to Canada. Some of this information may be requested of you upon entry to the country.

Personal Information

Full Name (as it appears on passport):

Student Number:

Date of Birth:

Passport Number:

Citizenship:

Home Address:

In-Transit Contact Details (if applicable):

Emergency Contact:

Arrival Information

Arrival Date:

Port of Entry:

Arrival From:

Arrival By (Airline & Flight #):

Flight details to final destination (YWG):

Quarantine Information

Location (name and address):

Contact #:

Transportation to quarantine location:

Plan for meals:

Plan for toiletries, linen, cleaning supplies:

Addition details:

Health Insurance

Health insurance for international students enrolled at [INSTITUTION] is provided by [NAME].

During Travel

Carry these important documents with you

- Passport
- Study Permit or Study Permit Approval Letter
- Letter of Acceptance and Custodianship document (if under 18)
- Copy of this document, signed by you
- Your quarantine plan
- 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 the washroom (Flush the toilet with the seat cover down);
- Touch as few surfaces as possible;
- Keep your cell 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](https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html#s) (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html#s>) for additional symptoms common to COVID-19.

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.
- Report your symptoms through the [ArriveCAN](#) app or call 1-833-641-0343 every day until the end of your 14-day isolation.

- For travellers without symptoms of COVID-19 entering Canada:
<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/2019-novel-coronavirus-information-sheet.html>
- For travellers with symptoms of COVID-19 entering Canada:
<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/travellers-with-symptoms-return-canada.html>

If you exhibit symptoms during travel

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.

Upon Arrival

- 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 border 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 quarantine. Do not stop anywhere. Wear a mask or face covering while traveling to your place of quarantine.
- Contact Heartland by email or phone to tell us that you have arrived. Be sure to give the office 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](#).

Quarantine Period

Prior to arrival, you confirmed your accommodations, including your location for 14 days of self-isolation. 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.

Students will be required to self-monitor for symptoms of COVID-19 using the Manitoba Self Screening Tool. If a student experiences any symptoms of Covid-19 during the quarantine period, he/she must follow the directives of the Province of Manitoba.

- The Screening Tool is available in Interactive Voice Response (IVR) format. Call 1-877-308-9038 or online at <https://sharedhealthmb.ca/covid19/screening-tool/>.
- 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.

Heartland's administrative team will also check-in with students daily by phone or email during their quarantine period to enquire about their general mental and physical health. Students will also be reminded to take the self-screening assessment daily: <https://sharedhealthmb.ca/covid19/screening-tool/>.

International students and co-arriving family members are advised to use the ArriveCAN application within 48 hours after arrival in Canada, and for their daily symptom reporting.

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 [Guard.me](https://www.guard.me) 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 Heartland's Administrative Team. 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 Heartland's Administrative team. 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 of self-isolation and will advise each when that requirement ends.

Daily Check-ins

International students and co-arriving family members should use the **ArriveCAN application** within 48 hours after arrival in Canada, and for their **daily symptom** reporting to the federal government.

Heartland's administrative team will also check-in with students daily by phone or email during their quarantine period to enquire about their general mental and physical well-being, as well as that of their co-arriving family members. Students will also be asked about their compliance with quarantine requirements. Students and co-arriving family members will also be reminded to take the self-screening assessment daily: <https://sharedhealthmb.ca/covid19/screening-tool/> and the [ArriveCAN application](#).

If a student experiences any symptoms of COVID-19 during the quarantine period, they must follow the directives of the Province of Manitoba. The Screening Tool is available in the Interactive Voice Response (IVR) format. Call 1-877-308-9038 or find it online.

The Province of Manitoba offers a service called Health Links – Info Santé, which is a bilingual phone-based nursing triage service. Health Links – Info Santé can give you advice on what health-care path should be followed in your specific situation. They can be contacted at 204-788-8200 or toll-free at 1-888-315-9257.

Tips for Quarantining

Quarantining 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 quarantine 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.

- **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.

After Your Quarantine

After your 14-day quarantine has passed, if you have no symptoms, you may now attend school, leave your home and begin to explore your community in the Province of Manitoba, Canada.

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 tell your Program, immediately. Use the self-assessment tool at <https://sharedhealthmb.ca/covid19/screening-tool/>. Follow directions and seek medical attention or contact public health authorities if, when, and how it recommends.

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

Attending classes at Heartland

Daily Health Assessment

All staff, students, and visitors to the building will be required to take a health self-assessment before entering the school. The self-assessment questionnaire can be found here:

<https://sharedhealthmb.ca/covid19/screening-tool/>. Please take the self-assessment at home.

If you respond “yes” to any of the questions, we ask that you **stay at home**, as you will not be admitted into the building. If you are experiencing any covid-19 symptoms or have come in contact with someone who has, please call Health Links at 204-788-8200 or 1-888-315-9257 (toll-free).

Please also notify the school if you are unable to attend by phoning (204) 989-8448. You will be given the option to join online classes if you are required to stay home.

Arriving at Heartland:

Students will be admitted into the building between 8:30 - 9:00am for classes. When you arrive at school, please wait outside of the building. You will see lines on the ground to show you how to distance yourself 6’ (or 2m) apart. A staff member will allow you into the building, one at a time, and will remind students to physical distance while waiting in line.

When you first enter Heartland, a staff member will spray your hands with hand sanitizer, and ask you if you have completed the self-screening. If any covid-19 symptoms are present, students or staff will not be admitted in the building, and will be advised to contact Health Links.

A daily attendance will be taken of staff, students and visitors which can be provided, if necessary, to clinical authorities for the purpose of contact tracing.

Physical distancing

Once you have passed through the screening check, you will be asked to report straight to your classroom on the second floor. You will be directed up the front stairwell, and told your classroom number. If you require an elevator, please inform a staff member. Only one person can travel in the elevator at a time.

Classrooms have been arranged in such a way that students do not directly face one another, and desks are 6’ (or 2m) apart to ensure physical distancing is possible. Please do not move the desks. The floor surrounding the teachers’ desks has been marked with tape. Students are not allowed to enter that space.

Each classroom will have an assigned washroom stall. Students should only leave the classroom one at a time to use the washroom. Please be mindful of other students, and keep the washroom and toilet seat clean and tidy. All students must wash their hands with soap for at least 20 seconds after using the washroom.

Heartland reserves the right to dismiss/expel any students who are not following protocols.

Timetables

Timetables will be as follows:

Schedule:	Monday to Friday
Check in	8:30-8:55am
Classes begin	9:00am
Morning break	10:30 - 10:45am
Lunch break	12:00 - 1:00pm
Afternoon break	2:00-2:10pm
Classes end	3:00pm

Timetables may be staggered to reduce contact between classes and during breaks, depending on enrolment numbers.

Students are welcome to stay in their class during breaks or go outside. If you stay in the class, please remain in your seat. If you plan to go outside, please exit by the back staircase, and side door. You will then re-enter at the front door, and be required to sanitize your hands again.

Please note, the basement, main floor, and kitchen are off limits to students. Students are asked to bring a filled water bottle from home. If you plan to bring food to school, please note that we will not have microwaves, kettles, or dishes available at this time. Sorry for the inconvenience.

If you require assistance from our admin team, please make an appointment by phoning (204) 989-8448, or emailing our office at info@heartlandenglish.com.

Exiting the building

Students are asked to leave the school once their classes are dismissed. If students would like to visit after class, we kindly ask that they do so outside of the building and continue to social distance.

Students should exit out the back staircase and side door.

Sanitization

Strict protocols on cleaning and disinfecting premises and other aspects of environmental health will be observed, using hard-surface disinfectants as approved by the Public Health Agency of Canada.

Public spaces and communal areas shall be cleaned and disinfected multiple times per day, with emphasis on high touch surfaces such as front desk, door handles, handrails, light switches, tables, etc.

Washrooms will be cleaned and disinfected daily, with more frequent cleaning of high-touch washroom surfaces (e.g. flush handles, faucets.) throughout the day.

Kitchen will be locked and off limits. Communally used objects (e.g. coffee-makers, shared utensils/plates, microwaves) will not be available at this time.

Staff and student hygiene

Student/staff orientation will include training on required hand washing, cough/sneeze technique. Staff and students will be advised to wash hands or use hand sanitizer: upon arrival; before eating or drinking; before preparing food; after touching shared items; after using the washroom; after handling garbage; and before leaving the school. Hand sanitizer will be available in each classroom.

Signage on proper hand-washing technique is posted in all restrooms. Signage on cough/sneeze etiquette is displayed in all classrooms and common spaces.

All students need health insurance throughout their studies that includes COVID-19 coverage. Students can purchase Guard.me insurance through Heartland, which includes this coverage.

Any employee cleaning any common areas/high-touch surfaces must wash their hands with soap and hot water, per recommended hand washing instructions after completing the cleaning task and prior to performing any other duties.

Personal protective equipment

Students and staff are encouraged to wear masks when social distancing is not possible.

Protecting mental health

Recognizing that staff and students may also be affected by the anxiety and uncertainty created by the COVID-19 outbreak, we will maintain regular communication and check-ins with students and staff who are required to quarantine/self-isolate. You are welcome to contact Heartland by phone (204) 989-8448, or by email at info@heartlandenglish.com any time throughout your program. If we are unable to assist you, we will direct you to someone who can.

We also encourage you to talk to somebody if you need help:

Klinik Counselling in Winnipeg:
204-786-8686
1-888-322-3019

Anxiety Disorders of Manitoba:
204-925-0040

Manitoba Mental Health - Virtual Therapy Program:
<http://www.manitoba.ca/covid19/bewell/virtualtherapy.html>

Public Health Agency of Canada: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/mental-health.html>

Wellness Together Canada: Mental Health and Substance Use Support:
[Ca.portal.gc.ca](https://portal.gc.ca)

Support Services

The school does not tolerate any form of harassment, violence, stigmatism, or racism directed by teachers towards students or staff and vice-versa. This extends to any situations surrounding COVID-19. Please report any incidents to our office so that we can help you. Any misconduct will be investigated thoroughly and dealt with expeditiously.

Heartland will demonstrate flexibility for personal circumstances, including flexible attendance and sick-leave policies and ensure that students, and staff members are aware of financial and other support programs available to those with financial instability related to COVID-19 (e.g., for those who are not able to work due to illness/exposure, isolation/self-isolation, or loss of job/income). Staff and students experiencing financial hardship, are encouraged to contact the school to discuss options. Information on Government of Canada assistance is available at Canada's COVID-19 Economic Response Plan (<https://www.canada.ca/en/departement-finance/economic-response-plan.html>).

Resources related to stigma and anti-racism:

- **WHO:** <https://www.who.int/docs/default-source/coronaviruse/covid19-stigma-guide.pdf>
- **Public Health Agency of Canada:**
<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-testing-reducing-stigma.html>
<https://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>
<https://www.canada.ca/en/public-health/corporate/organizational-structure/canada-chief-public-health-officer/addressing-stigma.html>
- **Canadian Center for Occupational Health and Safety:**
https://www.ccohs.ca/images/products/pandemiccovid19/pdf/preventing_stigma.pdf

Health System Capacity for Outbreak Response

Manitoba Public Health officials are responsible for overall public health outbreak responses and case management in Manitoba. The Manitoba government has 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. Information on Manitoba's Pandemic Response System is available at <https://www.gov.mb.ca/covid19/restartmb/prs/system/index.html>

Manitoba Public Health also noted that the health system capacity and readiness for outbreak response would depend on the number of international students that coming to Manitoba and current cases.

Case Management and Outbreak Response

To help prepare students and staff about what to do if a case of COVID-19 is identified on a school premises, Heartland has developed the following rapid response measures:

- If a community member (student/staff/faculty) becomes symptomatic:
 - They should seek medical advice and information about COVID-19 testing.
 - They must complete the self-screening tool from Shared Health and / or call Health Links-Info Santé in Winnipeg at 204-788-8667, toll-free elsewhere in Manitoba at 1-888-315-9257.
 - If individuals are experiencing severe symptoms or difficulty breathing, they should call 911.

- Based on test results, local public health officials will advise the individual what actions should be taken. For example, if COVID-19 test results are negative, they may be advised to self-isolate for 14 days, or until symptoms have resolved for 24 hours.
- When a case of COVID-19 is confirmed, local public health officials will lead the response.
- The local public health authority will advise the institution if a confirmed case of COVID-19 was present on campus during the person in question's infectious period, and assess the need for the institution or part of the institution to be closed for a period of time, and provide any other further direction.
- Local public health authorities will identify close contacts of a positive case and contact those individuals who may have been exposed.
- Institutions may be advised to close off areas used by the infected person and not use these areas until after cleaning and disinfecting is completed.
- If there was no significant exposure on campus, the institution will not be notified.

Supporting Documents and Links

Government Websites

- Province of Manitoba COVID-19 Page - <https://www.gov.mb.ca/covid19/index.html>
- Government of Canada COVID-19 Page - <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Mental Health Support Websites

- Anxiety Disorders Association of Manitoba - <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 - <https://www.camh.ca/en/health-info/mental-health-and-covid-19>
- Province of Manitoba Mental Health Virtual Therapy Program - <https://www.gov.mb.ca/covid19/bewell/virtualtherapy.html>

Emergency Contact Details

- In the event of an emergency, including medical emergency, 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:
 - Klinik 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
 - Sexual Assault Crisis Line: 1-888-292-7565

Heartland International English School

Office Hours: Monday to Friday, 8:30am to 4:30pm

Phone: 1-204-989-8448

After Hours (Emergencies only): 1-204-232-3876 or 1-204-999-9160

Email: info@heartlandenglish.com

Appendix A: Quarantine Accommodation Options

List of Hotels Providing Reduced Rates to International Students (Aug 2020)

Supplier	Unit	Unit Rate (from single/double room to family suites)	Address	Contact	In- room Tel.	Laundry Services	Wi-Fi	Complimentary Shuttle from the Airport
Best Western Plus Winnipeg Airport	1 night 14 nights	\$99 - \$129 \$1,386 - \$1,800	1715 Wellington Ave, Winnipeg	(204) 775-9889	yes	yes	yes	yes
Canad Inns Destination Centre Fort Garry	14 nights	\$1,050	1824 Pembina Hwy, Winnipeg	(204) 261-7450	yes	yes	yes	no
Hampton Inn Winnipeg Airport	1 night	\$99 - \$135	730 Berry Street, Winnipeg	(204) 772-3000	yes	yes	yes	yes
Holiday Inn & Suites Winnipeg-Downtown	1 night 14 nights	\$99 - \$129 \$1,386 - \$1,800	360 Colony St, Winnipeg	(204) 786-7011	yes	yes	yes	no
Hyatt House Hotel	1 night	\$99 - \$135	700 Sterling Lyon Pkwy, Winnipeg	(204) 888-8893	yes	yes	yes	yes
Inn at the Forks	14 nights	\$1,200	75 Forks Market Rd, Winnipeg	(204) 942-6555	yes	yes	yes	no
Radisson Hotel Winnipeg Downtown	14 nights	\$1,050	288 Portage Ave, Winnipeg	(204) 956-0410	yes	yes	yes	no
Sandman Hotel and Suites Winnipeg airport	1 night	\$65	1750 Sargent Ave, Winnipeg	(204) 775-7263	yes	yes	yes	yes
The Norwood Hotel	1 night 14 night	\$99 - \$200, \$1,100	112 Marion, Winnipeg	(204) 233-4475	yes	yes	yes	no