



Hanson College

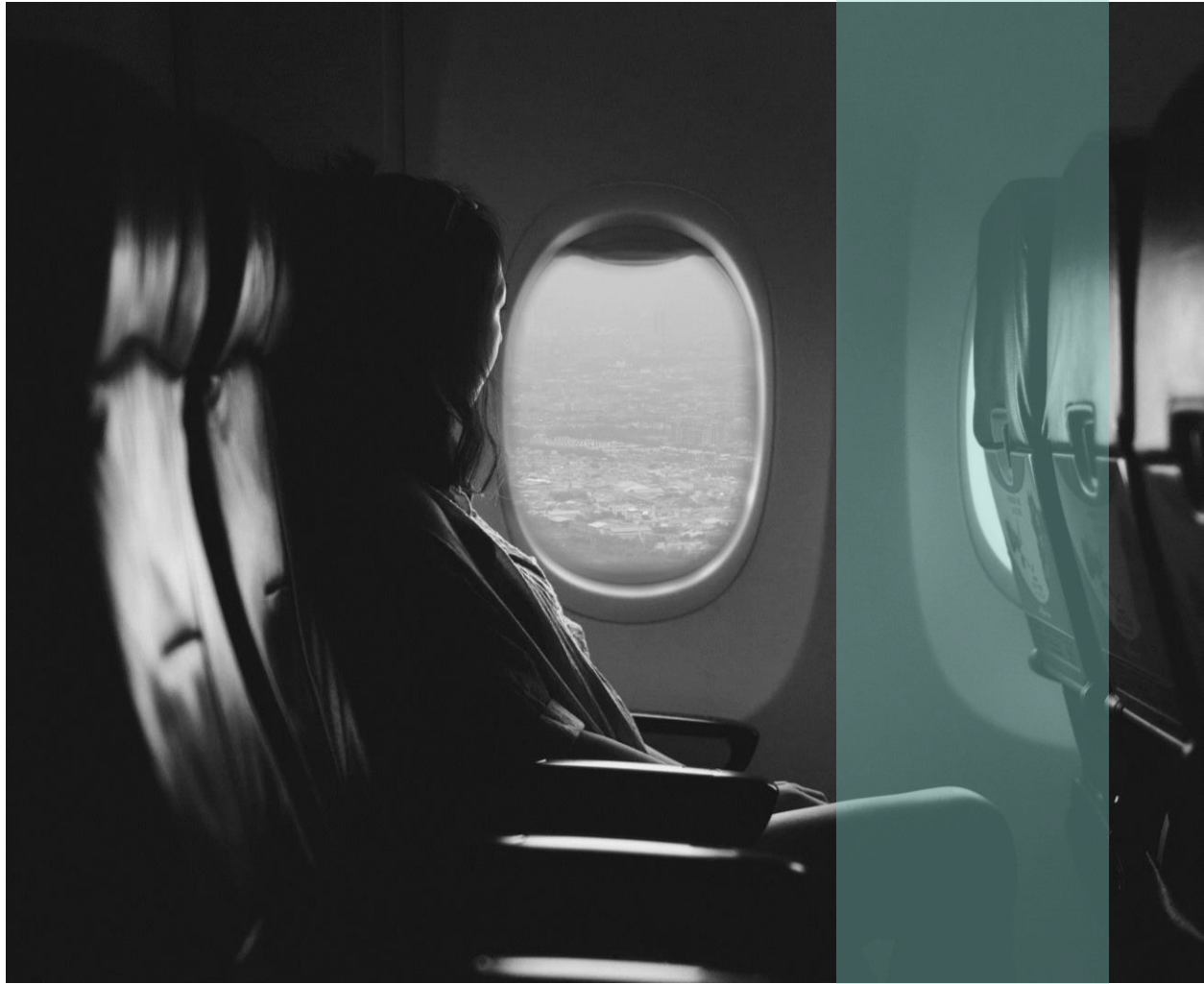
Quarantine Plan

BC Campus
August 2020

206 - 960 Quayside Drive
New Westminster, BC
V3M 6G2

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OVERVIEW

The Hanson College BC Quarantine Plan has been designed to ensure the health and safety of international students and their co-arriving family members coming to Canada, while safeguarding staff members and the local community. The Plan complies with provincial and federal regulations in place at the time of authorship and provides guidelines that are both rigorous and flexible enough to respond to changing circumstances.

Hanson College (HC) is committed to providing holistic care for students before, during, and after their mandated quarantine period.



PROVINCIAL AND LOCAL PROTOCOLS

The Hanson College BC Quarantine Plan and fall 2020 (September to December) plans meet or exceed recommendations by provincial and local authorities. HC follows guidance from the federal government, BC Ministry of Education, BC Ministry of Health, WorkSafe BC, and the Private Training Institutions Branch.

The Plan and arrangements for the fall 2020 semester adhere to the [COVID-19 Go-Forward Guidelines for BC's Post-Secondary Sector](#) produced by BC Post-Secondary Institutions with support of the Ministry of Advanced Education, Skills and Training, July 31, 2020 edition.

The Plan includes protocols for quarantined students as well as preventative measures that emphasize physical distancing, engineering controls, cleaning and hygiene standards, and PPE requirements.

All Hanson College classes and services will be delivered remotely for the fall 2020 semester.

HC has designated the following individuals to liaise with relevant authorities when necessary, including enquiries by local public health authorities and in the event of compliance issues:

Dawn Cunningham Hall, Director, Student Services | dawn@hansoncollege.com
Sadie Mackay, Student Services Officer | Sadie.mackay@hansoncollege.com

NOTIFICATION PROTOCOL



INSTAGRAM

In the event of any compliance issues within the 14-day mandatory quarantine period or any cases of COVID-19 infection, HC will notify local and provincial authorities (including police, if necessary), as required.

In the event of an outbreak of COVID-19 affecting or implicating international students and immediate family members, Hanson College will follow protocols for swiftly communicating with the public.



FACEBOOK

Hanson College will comply with the notification protocol for as long as it appears on the federal list of designated learning institutions.

All compliance, infection, and outbreak reports will be made to [Fraser Health Authority](#) (1-877-935-5669).



TWITTER

Communication to students, family members, and staff will be made by email, social media, and posted notifications. HC will endeavour to release communications as swiftly as possible while maintaining confidentiality where feasible.



PRE-ARRIVAL

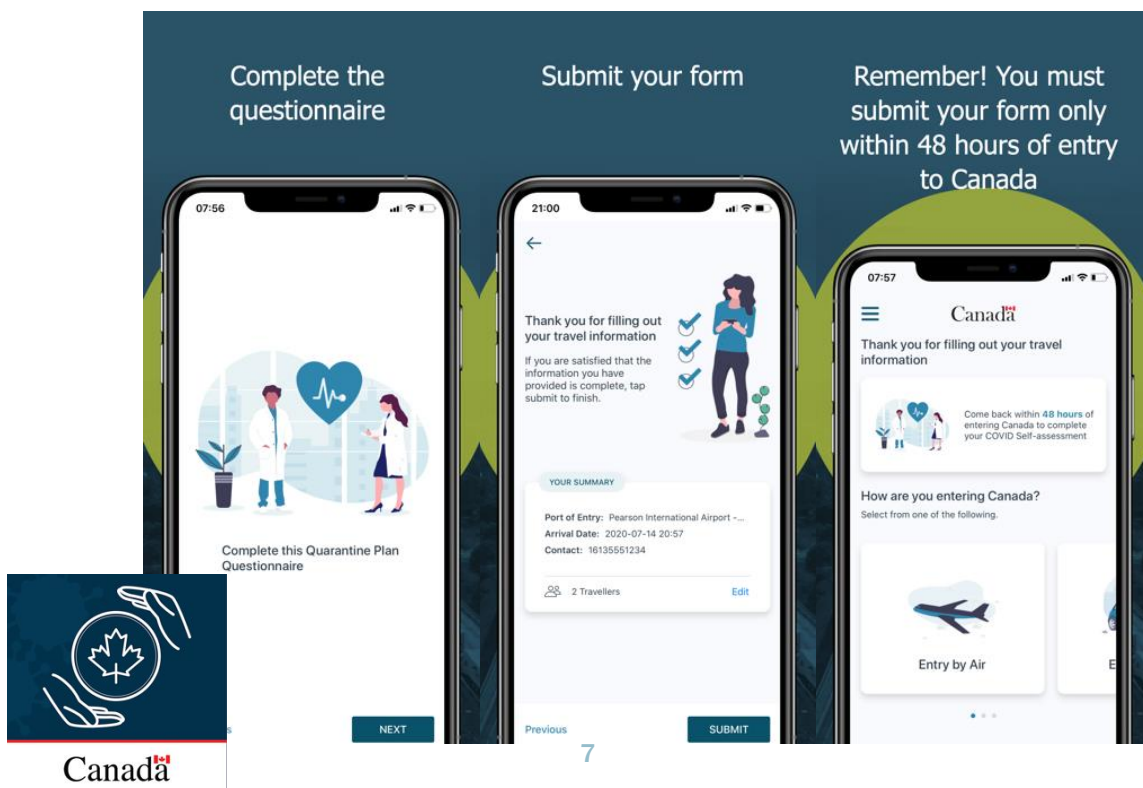
Hanson College will ensure pre-arrival requirements are communicated to international students and any co-arriving immediate family members in advance of travel to Canada.

Hanson College will provide details of the arrival process, expectations for quarantine, emergency contact information, and service information.

Hanson College will arrange and cover the costs of select hotel accommodations, transportation to the location of quarantine, and meal plan costs. Hanson College will advise students in advance of any additional costs that will not be covered by the institution and will confirm in writing that students are aware of and have agreed to all costs. Any student who chooses not to proceed with their education as a result of these costs will be provided with a refund of tuition fees in accordance with the refund policy.

PROCESS FOR PRE-ARRIVAL

1. Students travelling to HC will be required to register for arrival and quarantine assistance prior to departing from their country of residence. Registration will be online at <https://hanson.app/settlement-form> and will collect information including:
 - Flight number(s) and itinerary(ies)
 - In-Canada contact information
2. HC will provide a support letter that confirms enrollment and outlines the 14-day quarantine plan (see Appendix A)
3. HC will provide synchronous and asynchronous pre-arrival orientation support that includes:
 - Information on the necessary health checks and non-medical face masks as required during travel in accordance with the *Minimizing the Risk of Exposure to COVID-19 in Canada Order*
 - Information on the federal and provincial requirements for 14-day quarantine (if asymptomatic) or isolation (if symptomatic) as per the conditions set out in the *Quarantine Act* and the Province of British Columbia
 - Instructions to use the ArriveCan App





ARRIVAL AND ACCOMMODATIONS

A Hanson College representative will meet students and co-arriving family upon arrival at Vancouver International Airport. The representative will meet them outside the terminal exit and provide them with new PPE. The representative will administer the [Health Canada COVID-19 Self-Assessment Tool](#) and ensure that the students and any co-arriving family board the pre-arranged transportation to the place of quarantine. The details of arrival and accommodations procedures, including the name and contact of the representative who will meet them, will be communicated to the students upon their registration in the quarantine plan and receipt of their travel itinerary.

HC will arrange accommodations at suitable hotel facilities, ensuring that students are not in contact with vulnerable populations or living in communal or group settings.

Hanson College will arrange and cover the costs of select hotel accommodations, transportation to the location of quarantine, and meal plan costs. Hanson College will ensure that transportation services and accommodations utilize engineering and sanitization protocols to safeguard the health of students, co-arriving immediate family members, staff, and community members (see Appendix B).

PROCESS FOR ARRIVAL AND ACCOMMODATIONS

1. HC will provide transportation service that includes:
 - Confirmation of transportation prior to arrival
 - Meeting students and co-arriving family and providing them with new PPE upon arrival
 - Transportation to the place of quarantine in a manner compliant with physical distancing requirements, PPE, and regular sanitization. Students will travel directly to the place of quarantine and wear a face mask
 - Students will be taken directly to the accommodation and their room

2. HC will provide individual accommodation arrangements that include:
 - Reservation and confirmation of accommodation prior to arrival
 - Assistance with acquiring the necessities required for the 14-day mandatory quarantine period (e.g. food and meals, medications, personal hygiene items, locating a doctor), ensuring that individuals will not be required to break quarantine at any point
 - Provision of PPE and sanitization supplies at the place of quarantine
 - Provision of appropriate environmental cleaning services conducted by the facility (see Appendix E)
 - Provision of a room with a private bathroom for each student and/or family unit
 - Provision of accessible accommodations and communication services when required
 - Provision of full internet access
 - Provision of food and meals delivered directly to the room
 - 24/7 monitoring of the quarantine facility to ensure compliance

3. HC will ensure that international students and any co-arriving immediate family members are made aware of their responsibility for on-going [self-monitoring and assessment](#) of COVID-19 symptoms. HC will conduct daily check-ins via the Hanson app, and spot-check check-ins with each student via Zoom to ensure:
 - Their health status and confirmation that they are symptom free
 - Their compliance with quarantine requirements
 - Their ongoing understanding of infection control practices
 - Their general well-being

The check-ins will be recorded internally on the Hanson app and backed up to the check-in tracking sheet, which is updated by the Student Services department.

Check-ins will apply to students using accommodations provided by Hanson as well as students isolating in a private residence.

4. HC will provide transportation to COVID-19 testing between day 5-7 quarantine:

- HC will arrange for taxi transportation to and from the testing clinic. Upon exiting their quarantine room, students and their co-arriving family will be provided with new PPE and public health guidelines on physical distancing

5. HC will provide web-based settlement services to students in quarantine, including:

- Assistance in setting up a Canadian bank account, if applicable
- Assistance in setting up a Canadian mobile phone, if applicable
- Assistance in applying for a SIN card, if applicable
- Assistance in applying for a BC MSP, if applicable

6. HC will provide web-based synchronous and asynchronous support for students to introduce them to Hanson resources and local community resources available to them post-quarantine, including:

- Information on physical and mental health supports
 - Regular check-ins with a counsellor during quarantine
 - Required daily health check-ins during quarantine
- Information on community resources (e.g. settlement networks, faith institutions, diversity resources)
- Information on Hanson College's strategies to support racial equity, diversity, and inclusion
- Promotion of reliable, accurate messages about COVID-19, including education about COVID-19 related stigma and anti-racism supports (conducted on day 10 of quarantine)
- Assistance with obtaining accommodation, if not already secured by the end of the quarantine period

7. HC will provide students and co-arriving family members information related to the need to comply with PPE, regular sanitization, and physical distancing requirements while using public transportation.

8. HC Student Services staff or designate will contact the quarantine accommodation provider daily to determine if there have been any compliance issues. Periodic, unannounced phone check-ins with quarantined individuals will also be conducted. In addition to contacting appropriate authorities, penalties for violations will be determined in accordance with the Hanson Code of Conduct (see Appendix F). Penalties will be commensurate with the offence and can include expulsion.

9. HC will provide additional support for symptomatic students and co-arriving family as follows:

- HC will be notified by the student or co-arriving family member during daily virtual (e.g. Zoom) check ins.
- All international students have mandatory health insurance. During daily check-ins, additional resources will be made available and students will be informed of insurance resources and coverage
- Students will be advised of telehealth services provided by Maple Health should they need medical guidance
- For students needing in-person medical attention, HC will arrange taxi transportation to a medical facility or health care provider and remind them of PPE, hand sanitization, and physical distancing requirements. Should the student or their co-arriving family members require any over the counter medications, these can be ordered and delivered using Instacart.ca
- All accommodation and support services will be automatically extended if students or their co-arriving family members become symptomatic during the 14-day quarantine period



POST-QUARANTINE

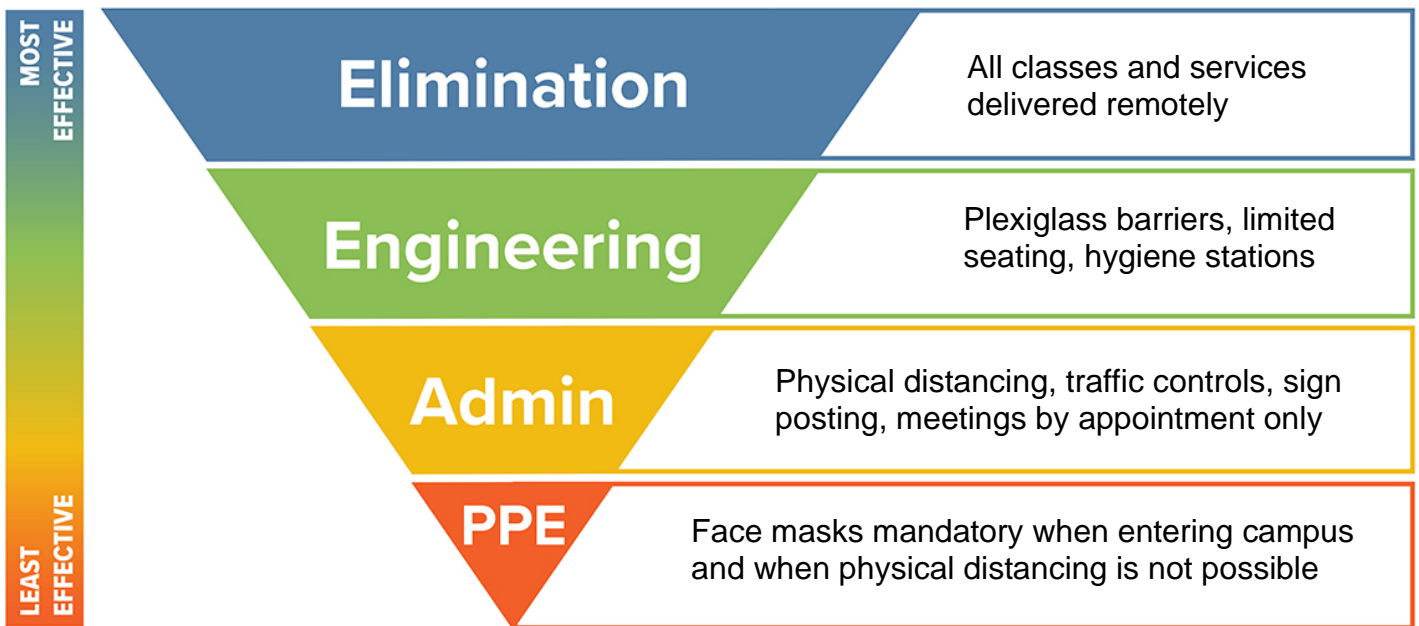
Hanson College will continue to support international students and any co-arriving family members following their mandatory 14-day quarantine period. The aim of these support services will be to help students and co-arriving family successfully integrate into the Hanson College community and to settle into life in Canada.

Hanson College will provide ongoing mental and physical health supports, including assistance in obtaining medical attention and COVID-19 testing if necessary. Assistance will be provided to students required to self-isolate at any point throughout the school year. Hanson College will enact notification and communication protocols if an individual or community outbreak of COVID-19 occurs.

Hanson College classes and services will be delivered remotely for the fall 2020 semester. Select services will be available to students by appointment only. In-person meetings with students will follow engineering, administrative, and PPE protocols.

Reducing the risk:

COVID-19 Hierarchy of Controls



PROCESS FOR POST-QUARANTINE

1. HC will provide a final health screening by a health care professional within 24 hours of the end of quarantine for students and co-arriving family
2. HC will continue to provide physical health support to students and co-arriving family, including:
 - Supplementary health insurance
 - Assistance in locating appropriate medical practitioners
 - Assistance with self-isolation, if required
 - Assistance with obtaining COVID-19 testing, if required
3. HC will continue to provide mental health support to students and co-arriving family, including:
 - Access to counselling services
 - Access to wellness services
 - Institution-wide education on COVID-19 related stigma
 - Promotion of anti-racism supports
4. HC will deliver all classes and services remotely for the fall 2020 semester
5. HC will advise all students that the sharing of any items (including laptops and textbooks) between individuals is not recommended.
6. HC will offer in-person individual appointments for students and co-arriving family who need face to face services. In-person services will be delivered in a manner compliant with physical distancing requirements, PPE, and regular sanitization protocols, including:
 - Their health status and confirmation that they are symptom free
 - Their compliance with quarantine requirements
 - Their ongoing understanding of infection control practices
 - Their general well-being
7. HC will provide students and co-arriving family with information on local COVID-19 requirements, including:
 - [BC Centre for Disease Control](#)
 - [City of Vancouver COVID-19](#)
 - [TransLink](#) (public transportation)

APPENDIX A – LETTER OF SUPPORT



206-960 Quayside Drive
New Westminster, British Columbia
V3M 6G2 Canada
www.hansoncollegebc.com

Date: {Date}

To whom it may concern:

Re: {FullName}

Date of Birth: {DOB}

Passport Number: {AttributeValue_3698}

Student ID: {StudentNumber}, {AttributeID_1077}

This letter is to certify that the above-mentioned student has applied and been accepted into the {Program} diploma program at the Hanson College Vancouver Campus (DLI# o19618862812) for Fall 2020. As of March 16, 2020, all classes were shifted to an online format due to consequences resulting from COVID-19.

Hanson confirms that as per IRCC guidance this student's visa was approved before March 18th, 2020 as such they are exempted from travel restrictions and can travel (<https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/visitors-foreign-workers-students.html#restrictions-students>). Hanson College has implemented environment infection control measures and policies as part of the campus preparation, following government guidelines with regards to our re-opening plan. Moreover, students are expected to have high speed internet connection to pursue studies online and it will be difficult for students to study online from their home country with unreliable internet.

We request you to grant permission for above-mentioned student to enter Canada. Arriving in Canada, all those attending Hanson College will be following strict quarantine rules from the airport pick up point for a minimum period of 14 days; safety measures inculcated and supported by the college.

If you require additional information, please feel free to contact me.

DAWN CUNNINGHAM HALL
Director, Student Services

*Name with an asterisk is for administrative use only. It is not a legal last name.

T 604-553-2835
E dawn@canadahanson.com



APPENDIX B – QUARANTINE PLAN LETTER



206-960 Quayside Drive
New Westminster, British Columbia
V3M 6G2 Canada
www.hansoncollegebc.com

Date: {Date}

To whom it may concern:

Re: {FullName}

Date of Birth: {DOB}

Passport Number: {AttributeValue_3698}

Student ID: {StudentNumber}, {AttributeID_1077}

This letter is to certify that the above-mentioned student has applied and been accepted into the {Program} diploma program at the Hanson College Vancouver Campus (DLI# o19618862812) for Fall 2020. Hanson College is providing the student with a full-service 14- day quarantine plan as follows:

1. Pre-arranged **transportation** to the place of quarantine in a manner compliant with physical distancing requirements, PPE, and regular sanitation protocols. Students will travel directly to the place of quarantine and wear a face mask. Students will be taken directly to their room.
2. Pre-arranged **accommodation** in a hotel that complies with physical distancing requirements, PPE, and regular sanitation protocols.
3. Provision of **necessities** required for the quarantine period including food and meals, medications, personal hygiene items, and medical attention, ensuring that individuals will not break quarantine.
4. Requirements for daily self-monitoring and regular virtual check ins with staff to ensure the student's **health** status, compliance with quarantine requirements, ongoing understanding of infection control practices, and general well-being.
5. Provision for mandatory **COVID-19 testing** during the first week of quarantine.
6. Provision of web-based **settlement services** to assist students in setting up banking, phone, insurance, and SIN registry while maintaining quarantine.
7. Provision of web-based **mental health supports**, including counselling sessions, anti-racism supports, and well-being services.
8. Post-quarantine supports including assistance in obtaining **accommodation**, if not already secured.

If you require additional information, please feel free to contact me.

DAWN CUNNINGHAM HALL
Director, Student Services

*Name with an asterisk is for administrative use only. It is not a legal last name.

T 604-553-2835
E dawn@canadahanson.com



APPENDIX C - VENDORS



206-960 Quayside Drive
New Westminster, British Columbia
V3M 6G2 Canada
www.hansoncollegebc.com

Quarantine and Post-Quarantine Vendors

1. Transportation from airport to accommodation
 - a) Uber Business: 833-305-4871
 - b) Richmond Taxi: 604-272-1111
 - c) Yellow Cabs: 604-681-1111
2. Accommodation
 - a) Century Plaza Hotel: 1015 Burrard St, Vancouver, BC
 - b) Accent Inns Vancouver Airport: 10551 St Edwards Dr, Richmond, BC
3. Meals and food services
 - a) Save on Foods: 2880 Bentall St, Vancouver, BC
 - b) Uber Eats Business: 833-305-4871
4. Mobile phone service
 - a) Phone Box: 855-886-0505
5. Banking, GIC
 - a) Scotiabank: 1-800-472-6842
 - b) ICICI Bank: 604-595-4080
6. SIN card setup
 - a) Service Canada: <https://sin-nas.canada.ca/en/Sin/>
7. Medical services:
 - a) Maple e-health: www.getmaple.ca
8. COVID-19 testing
 - a) YVR Medical Clinic (test at hotel): 3211 Grant McConachie Way, Richmond, BC
 - b) Integrated Wellness Medical Centre: A120-2099 Lougheed Highway, Port Coquitlam, BC
9. Counselling services
 - a) Raman Gill, MA, RCC (Registered Psychotherapist)
 - b) Lorraine Ng, MCP (Registered Psychotherapist)
 - c) Impact Immigration, Monica Dhillon (RCIC)

APPENDIX D – REGISTRATION AND TRACKING

Student Information	First name	<input type="text" value="Bharat"/>	Last name	<input type="text" value="Gaba"/>
	Phone	<input type="text" value="17015566224"/>	Email	<input type="text" value="bharatgaba04@gmail.com"/>
	Passport	<input type="text" value="S3976296"/>	Gender	<input type="text" value="F"/>
Academic Information	Hanson ID	<input type="text" value="H10005743"/>	Academic ID	<input type="text" value="A00221340"/>
	Campus	<input type="text" value="North York"/>	Program	<input type="text" value="General Business (GBHP)"/>
Airport pick-up	Emergency Contact Name	<input type="text" value="Bharat gaba"/>	Emergency Contact Number	<input type="text" value="7015566224"/>
	City of Departure	<input type="text" value="Delhi"/>	Departure Date & Time	<input type="text" value="09/10/2020 02:45:07 AM"/>
	City of Arrival	<input type="text" value="Toronto pearson airport"/>	Arrival Date & Time	<input type="text" value="09/10/2020 07:00:32 AM"/>
	Flight Number	<input type="text" value="AI187"/>	Connecting flights	<input type="text"/>
Hotel Accommodations	Food delivery service?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
	Allergies or dietary needs	<input type="text" value="No"/>		
Special needs or requests regarding hotel accommodations		<input type="text" value="No"/>		
Supporting Documents	<input type="button" value="Flight Ticket"/> <input type="button" value="Waiver"/>			
Other	Zoom Check-In's dates	<input type="text"/>		
	Time student was picked up	<input type="text"/>		
	Address going to upon exit of Quarantine	<input type="text"/>		
	Testing Date and Result	<input type="text"/>		
		Hotel Location		
		Individuals/contacts that interacted with		

APPENDIX E – CENTURY PLAZA SANITIZATION & HYGIENE STANDARDS



Sanitary Commitment to our Guests

- Meeting or exceeding all provincial, local and regulatory guidelines relating to sanitation and hygiene
- Prohibiting employees who have a fever or are sick from engaging with guests or guest areas
- Training employees on sanitation and hygiene standards
- Washing hands for a minimum of 20 seconds
- Fully sanitizing all common spaces
- Always providing clean sanitized linens, towels, etc.
- Refraining from visiting the hotel if you have a fever or communicable illness
- Refraining from visiting the hotel if you are under an isolation or quarantine order/directive
- Respecting the hotel's sanitation and hygiene standards and processes
- Sharing special sanitation or hygiene requests prior to arriving at the hotel

Complete COVID-19 Safety Plan available at Century Plaza Hotel website (century-plaza.com)

APPENDIX G – HANSON CODE OF CONDUCT



CODE OF CONDUCT

1. Purpose

Hanson College BC, hereinafter called 'Hanson', is committed to building and maintaining a diverse and inclusive community where students, staff, volunteers, and visitors can work and learn in an environment that respects the dignity and worth of all members of the Hanson community. The Code of Conduct is used to inform and assert individual rights and responsibilities and to outline unacceptable behaviours at Hanson College BC. For the policy responding to student complaints regarding breaches of the Code of Conduct, please refer to the Dispute Resolution policy.

2. Scope

This policy applies to all members of the Hanson community, including students; staff; contractors and their employees; visitors; committee members. Complaints may be made regarding an alleged violation that has taken place on the premises of Hanson, either rented or owned, or on other premises in the course of any Hanson sponsored activity or event, where the Complainant is directly affected by the conduct in question. This policy is in effect at all times and is not limited to working days.

3. Definitions

Appendix B lists definitions of some of the items used in or related to this policy.

4. Guiding Principles

- 4.1. Hanson College BC is committed to creating and maintaining a positive, safe, and supportive environment for all members of the Hanson community.
Hanson opposes behaviour that is likely to undermine the dignity, self-esteem or productivity of any of its members and prohibits any form of discrimination or harassment.
- 4.2. All members of the community are responsible for treating others within the community with courtesy and respect. They are responsible for ensuring that their conduct does not jeopardize the good order and proper functioning of the academic and non-academic programs and activities of Hanson, nor endanger the health, safety, rights or property of Hanson or its members or visitors.

5. Rights and Responsibilities

- 5.1. This policy also concerns off-campus conduct that affects a member of Hanson community's learning and working environment, as well as health and safety.
- 1.. Conduct considered inappropriate that takes place on or off-campus, at school events, at work placements, on sports teams, in student groups, and when acting as a representative of Cambrian-Hanson may result in an imposed sanction.
- 2.. Members of the Hanson community will receive assistance in resolving an alleged violation of this Code, in an effective and constructive manner. Such assistance is available to individuals who believe they have been subjected to conduct that violates this Code, to individuals against whom a complaint has been filed under this Code, and to those with supervisory authority who are called upon to respond to incidents of such alleged conduct.

6. Academic Discretion

This Code is not to be applied in such a way to detract from the right of the Hanson Community to engage in the frank discussion of potentially controversial matters, such as race, sex, sexual orientation, politics or religion. Further, the Code should not be interpreted in such a way as to limit the use of legitimate instructional techniques, such as irony, argument, conjecture and refutation, or the assignment of readings which may present a controversial point of view. This Code also recognises the right to teach according to one's best judgement, within the bounds of the course outline and requirements of competency.

7. Discrimination, Harassment, and/or Bullying

Any staff member, student, or visitor who believes that they have experienced or witnessed discrimination, harassment and/or bullying should contact the Student Services Department (students or visitors) or the Human Resources Department (employees) for advice and assistance in resolving the matter in a confidential and respectful manner. The person contacted may coordinate with Student Services as necessary. See Appendix C for further details.

8. Management Rights

Even in the absence of a formal complaint under this Code, nothing in the Code prevents Hanson from investigating, of its own accord, an alleged violation of the Code, where Hanson's senior administration has grounds to believe that such violation has occurred.

APPENDIX H – HANSON COVID SETTLEMENT GUIDE



FALL 2020 SETTLEMENT GUIDE

This guide is for Hanson College students traveling to Canada during the COVID-19 period. Follow this guide to ensure you are traveling, isolating, and beginning your journey in Canada in a safe, healthy way!



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1. PRE-QUARANTINE

- a. Before You Arrive
- b. Health & Safety

2. 14-DAY QUARANTINE

- a. Transportation
- b. Accommodation
- c. Food & Dining
- d. Settlement & Support Services

3. POST-QUARANTINE

- a. Housing
- b. Employment
- c. Health Care
- d. Public Transit
- e. Life at Hanson

PRE- QUARANTINE

STEP 1

Request your letter of support from Hanson. You can use this letter to help book your flight tickets.

STEP 2

Register for Hanson's Quarantine Plan using [this link](#).

STEP 3

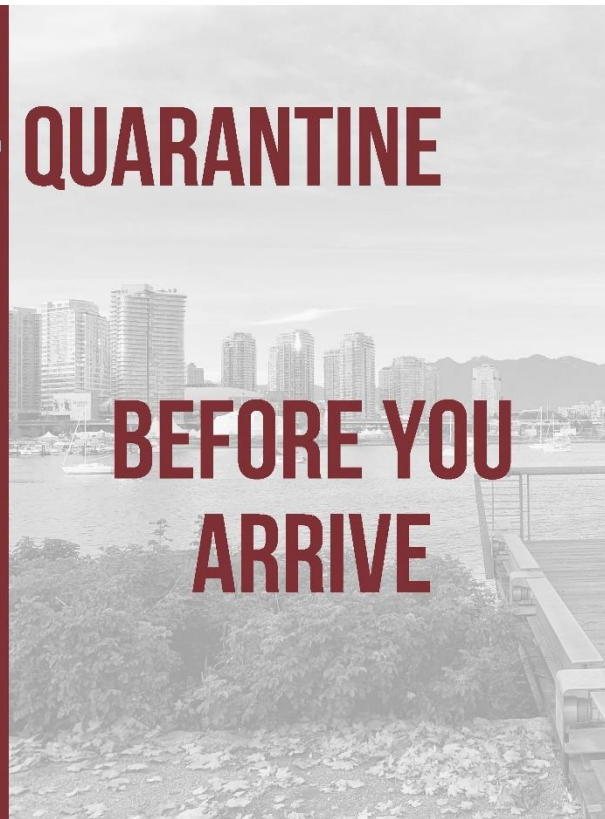
Download the ArriveCAN app on your phone and submit your information within 48 hours before your arrival in Canada.

STEP 4

Submit your BC self-isolation plan [here](#). Use this guide to answer questions about your plan.

STEP 5

Complete your mandatory 14-day quarantine following the details included in this guide.



Reminders:

- Registration for Hanson's Quarantine Plan is mandatory. After you register, you will receive a second letter of support which you will need when entering Canada.
- Your 14-day quarantine is a mandatory requirement set forth by the Canadian government. Although we have planned the logistics of your quarantine stay, it is up to you to ensure you adhere to all public health guidelines and regulations.

PRE-QUARANTINE

TRAVEL TIPS

- Complete the federal ArriveCAN requirement and provincial self-isolation plan requirement BEFORE arriving. Details are in Step 3 & 4 on the previous page of this guide.
- Bring the two letters of support you received from Hanson (CBSA Support Letter & Quarantine Plan Letter) - you will need these when entering Canada
- Stay in contact with Hanson staff about flight delays, cancellations, etc.
- Wear a non-medical face mask during your travel
- Bring extra face masks
- Practice physical distancing
- Wash hands and use hand sanitizer
- Limit touching surfaces

HEALTH & SAFETY

Reminders:

- Regardless of your documents and eligibility, your entry into Canada is at the discretion of the CBSA (Canada Border Services Agency) agent.
- Read more about the eligibility requirements for entering Canada [here](#).
- Read more about the ArriveCAN federal requirement [here](#).
- Read more about the BC self-isolation provincial requirement [here](#).
- Monitor your health for 14 days and report any symptoms on the ArriveCAN app.



14-DAY QUARANTINE

TRANSPORTATION

Reminders:

- There are 3 Uber pick up areas at the Vancouver Airport. Make sure you order the car to your correct location.
 - International Arrivals, Level 2
 - Domestic Arrivals, Level 2
 - South Terminal
- Order your car after you have picked up your luggage and are ready to leave the airport.
- Please wear a mask while in the car and practice physical distancing.
- Load and unload your own luggage.

ORDER AN UBER

To get from the airport to your hotel, you will take an Uber and pay for it with a gift card from Hanson.

Complete the following steps BEFORE you arrive:

1. Download the Uber app on your phone.
2. Create an account.
3. Find the Uber gift card in your email, which was sent to you by Hanson.
4. Tap the "Menu" icon in the top left corner of your Uber app.
5. Select "Payment", then "Add Payment Method or Redeem Gift Card".
6. Enter the gift code from your email.

Once you are ready to leave the airport, continue with these steps:

1. Open the Uber app.
2. Enter the hotel name or address into the "Where to" field.
3. Select the "UberX" ride option.
4. Select "Confirm UberX" and wait for your car to arrive.





14-DAY QUARANTINE

ACCOMMODATION

**CENTURY PLAZA HOTEL
1015 BURRARD ST
VANCOUVER, BC**

You will complete your 14-day quarantine in a suite at the Century Plaza Hotel located in downtown Vancouver.

Your suite includes:

- 1 king or 2 double beds
- 1 full bathroom
- Separate seating area
- Kitchen/kitchenette
- Free wifi
- Breakfast

Please note Hanson only covers the cost of the room + taxes. Any extra charges such as food, entertainment, calls, and damage will be paid for by the student.

Reminders:

- You must remain in your suite, without guests, for the full 14 days.
- Housekeeping and hotel staff will not enter your room. Any deliveries or hotel products will be dropped off outside your door.
- Please wear a face mask in the hotel until you enter your suite.
- You will not have access to laundry facilities during your 14-day quarantine, so pack accordingly.





14-DAY QUARANTINE

FOOD & DINING

TIFFIN DELIVERY SERVICE + UBER EATS GIFT CARD

Your meals during the 14-day quarantine will be provided by a tiffin delivery service. This tiffin delivery service provides prepared Indian meals Sunday through Friday. You will receive 1 delivery per day between 5-8pm with enough food for 2 meals.

The service does not operate on Saturdays, so you can use a food delivery app (Uber Eats) on that day. Hanson will provide you with a \$50 gift card each week which you can use for Saturday meals.

Please note Hanson will not cover any food costs outside of the tiffin delivery service and \$50 per week Uber Eats gift cards.

Reminders:

- Hanson will only cover the cost of the tiffin delivery service and Uber Eats gift cards. Any room service or additional food service charges will be paid for by the student.
- Staff will place the tiffin order for you, so please communicate your dietary preferences and allergies.
- Meals will be delivered to your door. Please do not interact with the hotel staff dropping off the food.





14-DAY QUARANTINE

SETTLEMENT & SUPPORT SERVICES

Reminders:

- These sessions will take place via video/audio chat.
- All settlement and support services are paid for and provided by Hanson during your quarantine period.
- We encourage students to use the Counselor and Wellness Coordinator services after quarantine as well. These are available at no cost to all Hanson students.

SETTLEMENT SERVICES

While you are in quarantine, we will provide qualified professionals and college staff to assist you with the setup of the following services.

- Cell phone service
- Canadian bank account
- SIN card
- Virtual medical service

SUPPORT SERVICES

Hanson offers the following support services which we encourage all students to use during this unique experience.

- Certified Counselor
- Student Wellness Coordinator
- Certified Immigration Consultant
- Check-ins with college staff

POST- QUARANTINE

RENTAL HOUSING

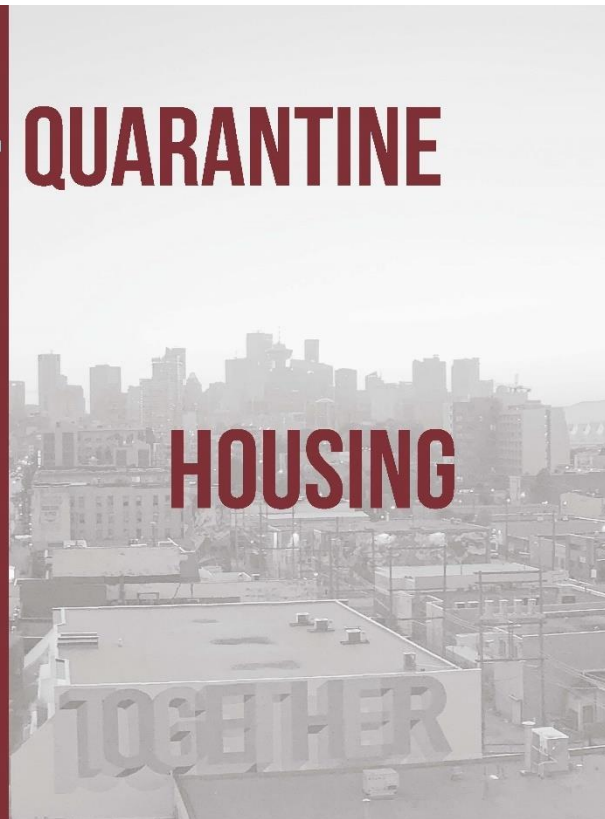
You will need to find permanent housing once your quarantine has ended. Use the following websites to search for places to rent.

- [zumper.com](https://www.zumper.com)
- vancouver.craigslist.org
- padmapper.com
- Facebook Marketplace

UTILITIES

You may need to create accounts for electricity, gas, or internet once you move into your new home. Talk to your landlord to find out which utilities you are responsible for.

- BC Hydro - electricity
- Fortis BC - natural gas
- Shaw or Telus - internet



Reminders:

- Be aware of scams - some ads on these websites may be fake. Never pay a deposit, wire funds, or provide personal information to an advertiser before speaking to them.

POST- QUARANTINE

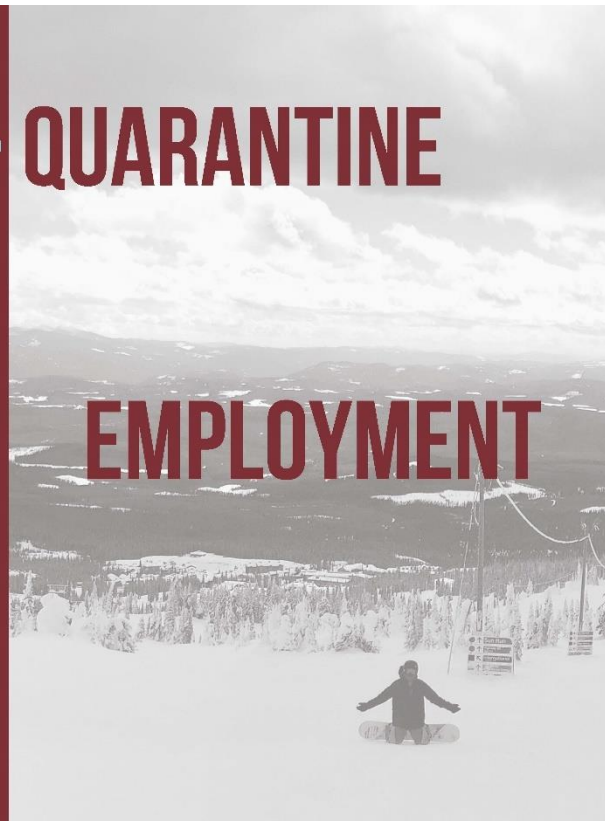
WORKING IN CANADA

If your study permit conditions allow it, you can work up to 20 hours per week during school semesters and full-time during regularly scheduled breaks.

SIN CARD

To work in Canada, you need a social insurance number (SIN). As an international student, you will receive a SIN that starts with a "9" and has an expiry date.

You can apply for a SIN online. We will offer virtual assistance with this process during your quarantine period.



Reminders:

- Popular places to search for jobs in Canada are the following websites:
 - Indeed.ca
 - Monster.ca
 - Google for Jobs
- Visit Hanson's Career Services resources [here](#) to help you prepare for your job search.

POST-QUARANTINE

BC MEDICAL SERVICES PLAN

Once you arrive in BC, you are required to register for public health insurance. In BC, this is called MSP. You are responsible for paying your MSP cost every month. MSP gives you access to healthcare in Canada, but does not pay for non-essential medical services. Your coverage may start 3 months after your arrival. Find more information about MSP [here](#).

BC SERVICES CARD

Once your MSP application is approved, you will visit an ICBC location to get your BC Services Card. This is a government-issued photo ID that displays your personal health number. Find ICBC locations and information [here](#).



Reminders:

- We will offer virtual assistance with your MSP application during your quarantine period.
- When looking for a clinic, use medimap.ca. This website shows you wait times and locations of clinics near you.

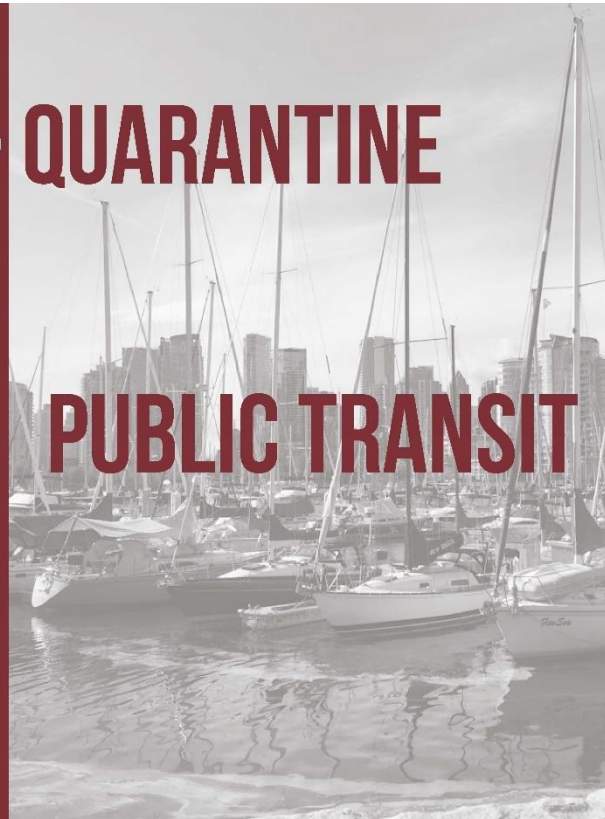
POST- QUARANTINE

BUSES & SKYTRAINS

TransLink organizes the transit system around Greater Vancouver. This includes SkyTrains, buses, and more. You can purchase a reloadable Compass card, put money onto it, and use it on various forms of transit. Buses and SkyTrains are very reliable and usually stick closely to their schedules, so they are a great way to get around.

MAPS & DIRECTIONS

Download the Transit app or the Google Maps app. These will connect you to your local transit system, show you routes and directions, and keep updated times of bus arrivals and schedules.



Reminders:

- Hanson is located across the street from the New Westminster SkyTrain station.
- Visit [compasscard.ca](https://www.compasscard.ca) to find locations where you can buy a Compass card.
- If you want to drive in BC, visit [icbc.com](https://www.icbc.com). ICBC is the government organization that manages licensing and insurance.

POST-QUARANTINE

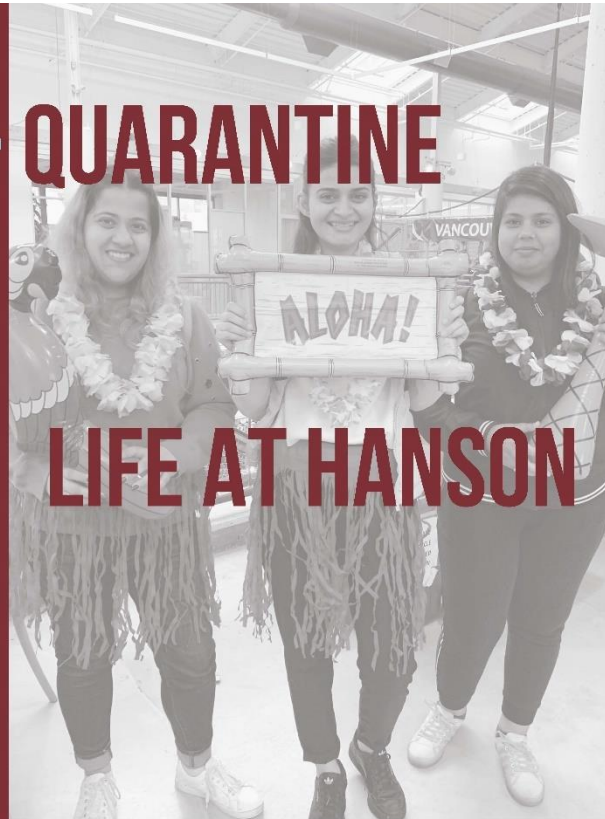
STARTING CLASSES

Classes for the Fall 2020 semester begin on Tuesday, September 8. All Fall courses will be conducted remotely, so students should check Schoology daily.

Check your schedule to see when your first day of class is. You should be available during the class times on your schedule, and check your course pages on Schoology for specific information from teachers about how to access your classes.

QUESTIONS?

Most questions you might have as a new student are answered in the Orientation course. If you have a question, check there! If you still can't find what you're looking for, use the Staff Information page to find out who you should contact and the directory to find staff emails.



Reminders:

- Teachers will conduct their classes on different platforms. Check your course pages for updates from your teachers.
- Check Schoology at least once a day!
- Direct course-specific questions to your teachers.

APPENDIX I – STUDENT COMMUNICATION



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Welcome to Hanson College!

We are excited to have you join our college! Please see below for important information about immigration, travel, quarantine, and next steps after arriving in Canada.

TRAVEL RESTRICTION UPDATE FROM IRCC

On October 2, 2020, the Minister of Immigration, Marco Medicino, made the following [announcement](#): *"Canadian institutions that are designated as Designated Learning Institutions (DLIs), with a federally approved COVID-19 readiness plan, will be able to assist international students that have received an approval for their study permit application, with travel to Canada and quarantine upon arrival to Canada. This policy change once again demonstrates the Canadian government's focus on student success as well as student and community safety."*

Starting October 20, 2020, DLIs with a COVID-19 readiness plan approved by their province will be able to reopen to international students who are currently outside Canada. A new list of DLIs with approved COVID-19 readiness plans will be available on or before this date. If you plan to come to Canada as an international student on or after October 20, 2020, your DLI must be on the list of DLIs with approved COVID-19 readiness plans before you travel to Canada. This change will apply to all international students, whether they are travelling from the United States or from any other country.

Travelers should not make any travel plans until they have met all requirements and received all necessary authorizations.

Like all travelers to Canada, international students and accompanying family members will be subject to all public health measures, including the mandatory 14-day quarantine period upon arrival in Canada. For more information about this update on travel restrictions, visit [this website](#).



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TRAVEL RESTRICTION UPDATE & HANSON COLLEGE

Hanson College is following the [Government’s current travel restrictions](#) until October 20, 2020, when the Government’s new policy will come into effect. Hanson College has developed and submitted a readiness plan, and is waiting for the government’s notification that we are included on the list of DLIs with federally approved COVID-19 readiness plans.

Once Hanson College’s readiness plan is approved, we will be listed on IRCC’s [web page for international students affected by COVID-19 restrictions](#). Hanson College will provide further updates as soon as more information is received.

CURRENT TRAVEL RESTRICTIONS

As things stand today, to be able to enter Canada, you must meet two requirements:

1. You must be travelling for an essential (non-discretionary) purpose.
2. You must be 1 of the following:
 - a. An international student with a valid visa
 - b. Travelling directly from the US

Your travel to Canada may be considered non-discretionary as a student if:

- You already live in Canada
- You cannot study online from your home country due to internet restrictions or bandwidth limitations
- You cannot participate in live online classes from your home country due to a difference in time zones

A Canada Border Services Agency (CBSA) officer will make the final decision on whether your reason for travelling to Canada is non-discretionary. Find more information about this topic on [this website](#).

HANSON COLLEGE QUARANTINE PLAN

All Hanson students entering Canada are required to register for Hanson College’s Quarantine Plan. This registration is mandatory.



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Registration for the Quarantine Plan is done by completing a form on the Hanson App website. [Please click here to complete the form](#). As part of the form, you will have to enter your information, upload your flight ticket and arrival details, and register for quarantine services.

REQUIREMENTS WHEN TRAVELLING TO CANADA

If you are travelling by air, you must:

- Pass a health check conducted by the airline before you board your flight
- Wear a non-medical mask or face covering during travel, including your journey from the airport to the place where you will quarantine

Find information on mask and face covering requirements [here](#).

ARRIVING IN CANADA

IMPORTANT NOTE: At ALL times in Canada, regardless of where you are, you are strongly advised to follow these COVID-19 prevention measures:

- Maintain physical distancing (stay at least 2 meters/6 feet away from the nearest person, other than your family members travelling with you).
- Wear a face covering whenever physical distancing is not possible, and consider wearing a face covering anytime you are in a public space.
- Wash your hands frequently; for example every time you eat, go to the bathroom, or come into contact with “high-touch surfaces” like door handles, hand rails, tables, chairs, handling food, going from one location to another. Wash/sanitize your hands when entering a new location and when leaving a location.
- Avoid crowds and people who are sick.
- Do not gather in crowds larger than 10 people when indoors or 25 people when outdoors.

To learn more about rules and regulations regarding COVID in Canada, BC, and greater Vancouver, visit the following websites:

- [Canada](#)
- [British Columbia](#)
- [Vancouver](#)

Travelers entering Canada by air or land must:

1. Provide basic contact information to CBSA through:



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- a. The ArriveCAN mobile app (available for [iOS](#) or [Android](#))
 - b. An accessible [web-based form](#)
 - c. A paper form
2. Be screened by a Canada Border Services Agency (CBSA) office or quarantine officer to assess symptoms. If you have any COVID-19 symptoms, you may be denied entry into Canada.
 3. Provide other necessary information and documentation (passport, study permit, quarantine plan)

QUARANTINE REQUIREMENT

When you arrive in Canada by air, land, or sea, CBSA will assess your health before you leave the port of entry (POE). If you are a foreign national and you have symptoms of COVID-19, you will not be allowed to enter Canada.

You must have a plan to [quarantine for 14 days](#) when you arrive in Canada, including:

- A place to stay
- How you will get to your destination
- How you will get groceries or food
- How you will access essential services and medical care

This plan is mandatory, even if you have no symptoms. If you do not have a plan, you should not travel to Canada. Otherwise, you may not be allowed to enter the country. A CBSA officer will determine if you can enter the country.

The penalties for not following your quarantine plan once you are in the country can include a fine of up to \$750,000. For more information and to stay up to date please visit [this website](#).

Arriving at your Port of Entry (POE)

- After you arrive at the Vancouver International Airport and clear Customs, a representative from the college will meet you at the exit outside of the terminal. You will see a sign with the logo of Hanson College.



- You will be screened for COVID-19 symptoms.



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Quarantine Options Provided by Hanson

Hanson College has organized accommodation, food, and transportation arrangements in order to provide our students with a safe place to quarantine in greater Vancouver.

Accommodation is at a hotel in downtown Vancouver which includes a private bathroom, kitchen/kitchenette, wi-fi, and meals. The hotel is following all required hygiene and cleaning standards to ensure guest safety. If you choose this option, Hanson College will pay for the cost of the arrangement. Students are responsible for paying extra costs, such as room service, damages to the hotel room, phone and entertainment charges, etc.

If you choose to stay in a private residence for your quarantine, you will be responsible for all of your costs. Hanson College will pay for your transportation from the airport to your quarantine location.

For more information about the quarantine services, students can consult the Settlement Guide which will be emailed to them. For specific questions or more information, students can also email studentservicesBC@hansoncollege.com.

Travelling to Your Quarantine Location

- A Hanson representative will meet you at the airport and ensure you board your pre-arranged transportation to your place of quarantine.
- You will be screened for COVID-19 upon check-in.
- If your quarantine destination is a private residence, a Hanson representative will arrange your transportation to that destination if you have not already done so. Please provide your representative with your location and contact information during your 14-day quarantine period.
- You will be given new PPE for your trip to your quarantine location.

WHAT TO EXPECT DURING YOUR 14-DAY QUARANTINE

Quarantine vs. Isolation

Quarantine is for people who do not have COVID-19 symptoms. **Isolation** is for people who do have COVID-19 symptoms, or who have been in close contact with someone who has symptoms or has tested positive for COVID-19. Close contact is usually defined as being within 2 meters/6 feet of someone who has COVID-19, for at least 15 minutes and without the use of personal protective equipment (like a face covering).



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The other significant difference between quarantine and isolation is that people in quarantine **are allowed** to go outside, if they are on their own balcony (such as a hotel or student residence balcony, or balcony or deck on a private house), while people in isolation **are not allowed** outside.

General Rules for the Mandatory 14-day Quarantine

- Avoid other people as much as possible.
- Maintain physical distancing by staying at least 2 meters/6 feet away from the nearest person. Wear a face covering when physical distancing is not possible.
- You can only leave for quarantine location for necessary medical care and appointments.
- You cannot leave your quarantine location to get food and other necessities. You must arrange for these to be delivered by a service or friend.
- If you require “over the counter” medicines that do not need a prescription (headache or pain pills, cough medicine), you can have them delivered through www.instacart.ca or have a friend buy them for you.
- You will be tested for COVID-19 during your 14-day quarantine, whether or not you have symptoms. Hanson College will arrange the appointment and transportation to and from the clinic. You will be provided with new PPE for this trip. Please remember to follow all best practices for preventing the spread of COVID-19, and bring your insurance card.
- You will complete the daily health check on the Hanson App.
- You will receive daily check-ins from a college representative to ensure you are following the requirements of your quarantine and to provide you with assistance and support.

Breaking the Rules of Mandatory 14-day Quarantine

It is against the law (Canada’s Quarantine Act) to break the rules of your 14-day quarantine. You could be subject to a fine of up to \$1000 per person for breaking the conditions of your quarantine. You could also be subject to other penalties, up to and including time in jail, expulsion from Hanson College, and removal from Canada.

It is very important that you follow the requirements of your quarantine period.

Urgent Situations During Your Quarantine Period

If you or a family member experience a medical emergency or sickness during your quarantine period, a Hanson representative will be available to assist you.

If you have an emergency, call 9-1-1. This number will connect you immediately to Emergency Services (Police, Fire, Ambulance). Explain your emergency and provide your location. They will help you.



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After you have called 9-1-1, contact the front desk of the hotel you are staying at. Also contact a Hanson representative by emailing sadie.mackay@hansoncollege.com.

IF YOU DEVELOP SYMPTOMS

If you develop **ANY** symptoms consistent with COVID-19 you must:

- a) Isolate yourself. Ensure you are following **isolation** requirements, not just quarantine requirements. Isolation means you cannot go outdoors.
- b) Inform a Hanson representative through your daily check-in or by emailing sadie.mackay@hansoncollege.com.
- c) Complete the Government of Canada's [COVID-19 self-assessment tool](#) and follow the direction to test or not to test. This tool will also give you recommendations on next steps.
- d) Call HealthLink BC for medical advice at 8-1-1. Be sure to mention your symptoms and travel history.
- e) If you have not already been tested as part of your mandatory quarantine, Hanson will arrange a COVID test for you and provide transportation.
- f) If you need to visit a hospital, doctor's office, or medical clinic, inform a Hanson representative so they can make the arrangements for you. You will receive new PPE (face covering).
- g) If you test negative for COVID-19, you will only need to complete the original 14-day quarantine.
- h) If you test positive for COVID-19, the local health authority will inform you when your isolation period will end.
- i) You will continue providing daily updates to a Hanson representative whether or not you test positive for COVID-19.

Notes:

1. You will not be required to leave the country if you develop COVID-like symptoms after your arrival.
2. You must follow the direction from the Assessment Centre, your health care provider, or the Ministry self-assessment tool for direction to test or not to test.
3. DO NOT present yourself at an emergency department or health care provider's office.
4. Drive-through or mobile testing options may be provided.
5. Hanson College will provide private third-party transportation shall you need transport to an assessment centre.



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6. Visit [this website](#) to find your nearest assessment centre.

AFTER QUARANTINE IN CANADA

If you have already been in Canada for more than 14 days and have completed your mandatory quarantine with no symptoms, you do not need to undergo a further 14-day quarantine period to begin your studies at Hanson College.

If you have developed symptoms of COVID-19 during or after your initial 14-day quarantine period, or you have been in contact with someone who has, you will then have to undergo another 14-day quarantine period from the onset of symptoms or potential contact.

CONTACT US

If you have any questions, please email Sadie Mackay at sadie.mackay@hansoncollege.com.

Please include:

- Your name
- Student number
- Program

We appreciate your patience during these unprecedented times, and we hope you and your communities are staying safe.

Follow [Hanson College BC on Instagram](#) to stay updated on important information from the college.