COVID-19 (Novel Coronavirus) Information
for
Mount Royal University
International Students

Updated: June 30, 2021

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i. Section I: Entry to Canada during COVID-19: An Introduction

In order to ensure the health of both permanent and temporary residents of Canada by reducing the spread of COVID-19, the Canadian government has closed the border to all non-essential travel. This includes ALL international students who received or were approved for an initial Study Permit after March 18, 2020. If you received or were approved for an initial Study Permit on or before March 18, 2020, you MAY be eligible to enter or re-enter Canada, provided that your travel is deemed "essential" or "non-discretionary" by a CBSA Border Agent. https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/service-delivery/coronavirus/temporary-residence/study-permit.html

The purpose of this document is to provide you with information to assist International students planning for September, should you be eligible to enter Canada. If you are not eligible to enter Canada, please be advised that you may start your studies online and will be permitted to enter Canada when the borders reopen, provided that you have been approved for a Study Permit and Visa or eTa. The time spent studying online while awaiting the issuing of your study permit will be counted towards your Post-Graduation Work Permit eligibility. https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/students.html

IMPORTANT: Please Inform the International Education Office of your Travel Plans:
If you are an international MRU student planning to enter Canada, you must complete the MRU Isolation and Travel Registry once you have a confirmed arrival date to Canada.   Please let us know when you will arrive and where you plan to stay during your 14-day self-isolation period.

ii. Essential Travel: What is it?

When you arrive at a Canadian Port-of-Entry, you will be asked to explain why your entry to Canada is essential. Below is a list of some of the reasons that can support your position:
- You have an in-person class or classes in the Fall term
- You have a job or a job-offer for the Fall term
- You have pre-existing residential ties to Canada (an apartment in Canada)
- Your classes are online, but due to internet connectivity issues at home, you need to be in Canada
- Your classes are online, but due to time-zone challenges with synchronous delivery, you need to be in Canada
- You have immediate family in Canada (spouse, children, parents)

You must clearly explain to the border agent how the above reason(s) apply to you. It is recommended that you write your reasons and your quarantine plan (see below) so you can show the agent, if requested.

If the Border Agent does not deem your travel essential, you will not be permitted to remain in Canada. You will have a ticket booked on the next available return flight (*which may be in several days and will be required to book a room in an Airport hotel and isolate until your return flight). Please see a list of approved hotels below. https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/students.html#exemptions

iii. Mount Royal University's COVID-19 International Student Safe Arrival Protocol

The current travel restrictions and quarantine requirements related to the COVID-19 pandemic have required students to quarantine (self-isolate) on arrival to Canada. This procedure outlines the regulations of the Canadian government for students returning to Canada, and Mount Royal University's procedures to ensure a safe return.

Mount Royal University's priority is the health and safety of our students, staff, and wider community. We will continue to follow the regulations and recommendations of the Canadian government, and both provincial and local health authorities.

The Government of Canada has put in place emergency orders under the Quarantine Act. It applies to all travelers arriving in Canada. Its purpose is to slow the spread of COVID-19 in Canada. Failure to comply with this order is an offence under the Quarantine Act. Any international student with COVID-19 symptoms will not be allowed to board their flight to Canada. If symptoms occur upon arrival, a health assessment will be performed by a Public Health Agency of Canada (PHAC) Officer and the individual may not be allowed to enter Canada or, if necessary, the individual may be transported to a hospital for a medical examination. Among other requirements to be granted entry to Canada, an international student will be required to demonstrate to a Border Services Officer, or PHAC Officer, that they have a suitable plan for quarantine in place; otherwise, they may be refused entry. Any international student who is found to be in violation of the mandatory 14-day quarantine period may be penalized under Canadian law.

As of July 28, 2020, all international students planning on returning to Canada, must complete the following, before their arrival in Canada, as per https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/travel-restrictions-exemptions.html:

1. A thorough Quarantine (Self-Isolation) Plan to satisfy current Canadian government travel restrictions concerning COVID-19, which require travelers arriving in Canada to quarantine for 14 days (including 3 days in a quarantine hotel) and have proof of a place of residence, a method of obtaining food, and explain how they will access essential services without leaving the stated residence.
2. Ensure you have health insurance coverage.
3. As of November 21, 2020, travellers coming to Canada by air will be required to use the **ArriveCAN** their arrival on a paper form, web based form or using an electronic App (available for iPhone and Android).
   https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html **before** they board their flight. They will need to provide travel and contact information, a quarantine plan, and a COVID-19 symptom self-assessment.
4. Travellers will need to be ready to show their ArriveCAN receipt when seeking entry into Canada; a border services officer will verify that they have submitted their information digitally. Before this time air travellers can expect to be reminded by their air carrier of the need to submit COVID-related information digitally through ArriveCAN prior to boarding their flight to Canada.

iv. NON-VACCINATED TRAVELLERS:

1. As of February 22, 2021, **Mandatory COVID-19 molecular testing upon arrival and a mandatory hotel stay** until the results of the test are available for air travelers goes into effect. Air travelers will

need to book their **three-day hotel accommodations** at their own cost at a government approved hotel <u>before boarding their flight</u>. They will need to provide this information in the [ArriveCan App](), as well as answer COVID screening questions and enter a suitable quarantine plan.

2. [Hotel Booking](): Travellers will need to book a hotel in the city in which they first arrive in Canada. Hotel stopover bookings are managed by GB Travel Canada Inc., and are available by phone only. **Bookings can't be made directly with the hotel**.

3. Travellers will need to book a hotel in the city in which they first arrive in Canada. There will be a number of hotels to choose from near each of the four international airports accepting international flights, in Vancouver, Calgary, Toronto and Montreal. Costs of these hotel stays may vary slightly at each location. It is up to the traveller to choose where they wish to stay and book in advance of departure. The price will include costs associated with the room, food, cleaning, infection prevention and control measures, and security as well as transportation.

4. If they receive a negative test result, travellers will be able to take a domestic flight to their final destination where they will complete their quarantine period. Travelers will be given a second test kit to take another mandatory test towards the end of their 14-day quarantine period.

5. These measures are in addition to the already required 72 hour negative pre-boarding test requirement and the necessity of having a valid study permit to study at a DLI on the approved DLI list.

6. **Travelers arriving to Canada by land**, as of **February 15, 2021**, will be required to provide proof of a negative COVID-19 molecular test result taken in the United States within 72 hours of pre-arrival, or a positive test taken 14 to 90 days prior to arrival.

7. In addition, as of **February 22, 2021**, travellers entering Canada at the land border will be required to take a COVID-19 molecular test on arrival as well as toward the end of their 14-day quarantine (3 days at Hotel + 11 days at final destination). They will also need to provide their information and suitable quarantine plan in the [ArriveCan app]() before crossing the border.

8. As of November 21, 2020, travellers will be required to **confirm within 48 hours** that they have arrived at their place of quarantine or isolation and those in quarantine must complete a daily COVID-19 symptom self-assessment during their quarantine period. They will be able to submit information through the ArriveCAN app or by calling a toll-free number (1-833-641-0343).The full news release can be found here: https://www.canada.ca/en/public-health/news/2020/11/government-of-canada-announces-new-mandatory-requirements-for-travellers-to-canada.html

9. Students are responsible for following the requirements of federal quarantine, and other COVID-19 guidelines and advice as issued by the Government of Canada (https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirusinfection/latest-travel-health-advice.html)

10. Students are responsible for reading and understanding the *Coronavirus disease (COVID-19): Travel restrictions, exemptions and advice* webpage https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html

Failure to satisfy these outlined requirements is a breach of the regulations and recommendations of various Canadian governmental authorities and subjects the student to additional penalties prescribed by the Canadian federal government and other Canadian provincial and local Health Authorities (including but not limited to the penalties prescribed by the Quarantine Act, which include up to 6 months in prison and/or $750,000 in fines). https://www.canada.ca/en/public-health/news/2020/03/new-order-makes-self-isolation-mandatory-for-individuals-entering-canada.html

Mount Royal University will notify Alberta Advanced Education in writing of any compliance issues by emailing ae.campusalberta@gov.ab.ca .

Mount Royal University will notify Alberta Advanced Education in writing of any changes to this plan or if MRU decides to withdraw from the provincial/territorial listing of eligible institutions by emailing ae.campusalberta@gov.ab.ca

v. GOVERNMENT OF CANADA'S FIRST PHASE TO EASING BORDER MEASURES FOR TRAVELLERS ENTERING CANADA

https://www.canada.ca/en/public-health/news/2021/06/government-of-canadas-first-phase-to-easing-border-measures-for-travellers-entering-canada3.html

vi. FULLY VACCINATED TRAVELLERS ENTERING CANADA DURING COVID-19

https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources/fully-vaccinated-travellers-covid-19.html

vii. ENTRY REQUIREMENTS FOR THE FULLY VACCINATED EXEMPTION

https://travel.gc.ca/travel-covid/travel-restrictions/covid-vaccinated-travellers-entering-canada#entry-vaccinated

viii. COVID-19 Testing Upon Arrival

Arrival Testing: Getting tested to enter Canada

Pre-entry test requirements

All travellers 5 years of age or older, regardless of citizenship, must provide proof of a negative COVID-19 test result. You don't require a test to fly within Canada.

There are no exceptions for vaccinated travellers, at this time.

You must:
- take the test within 72 hours of the scheduled departure time of your flight to Canada
- if you have a connecting flight:
    - the test must be conducted within 72 hours of the scheduled departure time of your last direct flight to Canada
    - you may need to schedule the test in your transit city
- provide one of the accepted types of tests, not an antigen test
- keep proof of your test results for the 14-day period that begins on the day you enter Canada

Airlines will refuse boarding to travellers who are unable to provide a valid molecular test result.

ix. Arrival testing at the airport

You must take a test before leaving the airport. At that time, you will get a COVID-19 At Home Specimen Collection Kit to use for your test on **Day-8 of your mandatory quarantine**.

Following the arrival test, you will need to go directly to your reserved hotel to await test results.

x. Exempt from pre-entry testing

Providing proof of your result

You must present an accepted test result (paper or electronic proof) which must include:
- Traveller name and date of birth
- Name and civic address of the laboratory/clinic/facility that administered the test
- The date on which the test was conducted
- The type of test conducted
- The test result

You must show proof of your test results even if you:
- have tested negative for COVID-19 previous to the 72 hour period
- have been vaccinated for COVID-19
- recovered from COVID-19 and no longer test positive
- recovered from COVID-19 and continue to test positive

At this time, travellers should have their test performed at a reputable laboratory or testing facility (i.e., one recognized by the local government or accredited by a third party, such as a professional organization or international standards organization).

xi. COVID-19 mandatory hotel stopover: Plan and book

Who has to do a hotel stopover?
Flying to Canada

At this time, to prevent the spread of COVID-19, *you must book and pay* for a **3-night hotel stopover before you arrive in Canada**. You'll stay at the government-authorized hotel while you await your arrival test results.

This applies **even if you have**:

- tested negative for COVID-19 on your pre-entry test
- travelled for compassionate reasons
- a place to quarantine alone

Air travellers are only **exempt** from the 3-night hotel stay if they're:

- fully vaccinated **https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources/fully-vaccinated-travellers-covid-19.html**an unaccompanied minor under the age of 18
- a person travelling alone (18 years of age or older) who is dependent on someone else for care or support for their mental or physical limitations
- already exempt from the arrival test requirement

xii.   Steps for booking your hotel

You can only book your hotel up to 14 days in advance of your arrival. Book in the same city as the airport of your initial arrival into Canada.

You must ensure that you have a confirmed booking at a government-authorized hotel before boarding a flight coming to Canada. If rooms aren't available for your preferred dates, you must change your flight for a date when a government-authorized hotel is available.

You could face a fine of up to $3,000 if you don't provide evidence of pre-paid accommodation at a government-authorized hotel prior to boarding.

You can only book your government-authorized hotel stay through the methods listed below. Reservations made through travel agencies or online booking companies will not be accepted.

Follow these steps:
- Have your traveller details ready
- Choose and book your hotel
- Get a confirmation to show at the border

1. Have your traveller details ready: to book your hotel, you must have:
   - traveller name(s)
   - date(s) of birth
   - gender (male, female, or undisclosed)
   - arrival city and date
   - payment information
   - special requests and accessibility concerns
   - pet information
   - email address

2. Choose and book your hotel
   Prices - Hotels set their own rates. Prices are subject to change. The price will include costs associated with the:
   - food
   - room
   - security
   - transportation
   - infection prevention and control measures

The mandatory 3-night reservation is:
   - fully pre-paid

- non-refundable
- charged to the credit card provided at the time of booking

xiii.   COVID-19 Vaccination

Out Of Province (Alberta) / Out Of Country Eligibility

1. For individuals that have received their first dose of COVID-19 vaccine outside of Alberta, you can receive your second dose of vaccine when you become eligible, even if that is after the recommended 16-week (four month) window.
2. This aligns with the approach recommended by Alberta Health and the National Advisory Committee on Immunization (NACI).
3. Please ensure you have a record of your first immunization on hand when you arrive to receive your second dose.
4. There is no maximum spacing for receiving two doses of the COVID-19 vaccine. Even if it will be more than 16-weeks (four months) between doses, you do not have to restart the two dose series. It is recommended that you receive your second dose as soon as you become eligible.
5. All individuals who are living, working, going to school or visiting in Alberta for three months or longer are eligible to receive the vaccine as long as they are in the sequenced group.

xiv.   Student Accommodation Options Upon Arrival in Canada

Option 1: Mount Royal University Residence

Quarantine Plan for International Students Staying in Residence: MRU is currently holding sixteen units for self-isolation purposes. The following plan is for incoming international students who are required to self-isolate.

- **Housing:** If the international student has already been assigned to a single occupancy/self-contained unit for their housing, they will be able to self-isolate in their assigned unit.

- If the international student has been assigned to a multiple occupancy unit, they will be assigned to a designated self-isolation unit for the 11-day period (after completing the 3-day hotel quarantine) and then required to move to their assigned unit.
   - Cost: Spring – 2021 $26.98 per night ($370.30/ day); Fall 2021 – $27.77/night; Winter $28.03/night all based on four bedroom units

- Residence Advisors and Residence Life Coordinators perform physically distanced check-ins at least twice per week with students quarantining in Residence. If students are symptomatic during quarantine, these check-ins are performed by telephone or video conferencing.

- **Food:** All units contain full kitchens, so groceries will be provided for the 11-day period. Some items can be placed in the unit before arrival if students provide a list. Students can also provide a list of required items once they arrive. These items will be left outside the unit and the student will be notified. Costs will be determined and posted to the student's account. We are also happy to help students access online grocery delivery services in the city.

- **Housekeeping**: No housekeeping will be provided during a student's self-isolation. All self-isolation units will be prepared with basic bedding, linen, bathroom essentials, cleaning supplies, a kitchen kit and a self-care kit. Other items can be requested and will be provided as possible, with costs posted to the student's account. Garbage and recycling can be left outside units for pickup (please let us know you have a pickup ready).

- **Laundry:** Students are not allowed to use common laundry rooms while they are in self-isolation. If students would like to do laundry, they can leave their laundry in a garbage bag outside of their unit.   Charges may be applied for this service. Please note, we are only able to provide laundry services once during each student's quarantine stay.

- **Residence Information:** Students will be provided with a welcome letter outlining the services provided in Residence, as well as contact information for questions and concerns. Students will be contacted by the Residence Life team on a regular basis.

- **If You're Feeling Sick:** Students with COVID-19 symptoms (dry cough, fever, shortness of breath, runny nose, sore throat) or believed to have been in contact with someone with symptoms (after quarantine period), must contact the Residence Services front desk, the RA on call, or Security Services. These contacts will be given to students upon arrival.

- In the event of an emergency, you can call 911. Please don't go to any health care facility, including campus Wellness Services, without calling Residence or Security first.

- International students' compliance with quarantine requirements is monitored by a combination of protocols established for Residence Services, Security, and International Education staff and management.

- **Getting Tested:** International students do not need an Alberta Health Care card in order to get tested. The AHS online booking site outlines all of the information needed but we also suggest calling 811 for other questions/concerns. Please make sure you have an ID ready when you get tested.

- **Transportation from YYC Airport to MRU Residence**
  - Calgary United Cabs (Calgary Cabs) (403-777-1111) - Will transport international arrivals if passengers wear a mask and will take people to testing locations if they wear a mask and gloves.
  - Associated Cabs (403-299-1111) - No special rules in place for international arrivals and will take people to testing locations if they wear a mask and gloves.
  - Checker Cabs (403-299-9999) - Will pick up international arrivals if there are a maximum of 2 passengers and both sit in the back of the car. Checker Cabs will not drive to testing locations.
  - UBER - It is suggested that passengers always ride in the back and that they cover their face if they cough or sneeze. MRU recommends passengers wear a mask.

- **Transportation to Testing Sites:** Please note the above transportation availability to testing sites (Calgary United Cabs, Associated Cabs, UBER).

Option 2: Off-campus Quarantine

- Students must have a plan for the 14-day quarantine.
- Students will be required to inform their landlord of their quarantine and must abide by requirements to arrange contactless move-in.
- Students will not be permitted to leave their residence for 14 consecutive days, even to obtain groceries.
- Students planning on living with family, friends or roommates should speak with them prior to their arrival in order to obtain their consent and establish a self-isolation plan.
- Students will be required to isolate from housemates in their room and wear a mask and practice safe social distancing when in shared spaces.
- The Border Services Officer will ask the student to outline how the student will ensure appropriate accommodations for quarantine.
- Approved Quarantine hotels near the Calgary International Airport or Mount Royal University: https://docs.google.com/spreadsheets/d/1Y-OnIQXoJHO26vh_55NPBQDn5ErPiDvnkFNjetmjYHg/edit?usp=sharing
- If at any point a student develops COVID-19 symptoms, they must follow the instructions from the Alberta Ministry of Health and Alberta Health Services. Please see: https://www.alberta.ca/coronavirus-info-for-albertans.aspx.
- Students and co-arriving family members must clean and disinfect the amenity before and after they use it, if it will be used by others within the 14-day quarantine period.
- If a quarantine residence is shared, students must have separate rooms and separate, dedicated spaces in kitchens and bathrooms for their belongings.
- If quarantining off campus, students should avoid staying with people over 65 and avoid exposure to vulnerable individuals.
- For students completing the 14-day quarantine off campus, contact information must be provided prior to departure and staff in International Education will perform check-ins with all students by telephone or video conferencing at least twice per week.
- International students' compliance with quarantine requirements is monitored by a combination of protocols established for Residence Services, Security, and International Education staff and management.

xv. Student Pre-Departure Plan

1. Confirm your plans with the Office of International Education (contact international@mtroyal.ca)
2. Complete your Quarantine Plan
3. Complete the ArriveCAN application
4. Know and understand the requirements of federal quarantine, and other COVID-19 guidelines and advice as issued by the Government of Canada (https://www.canada.ca/en/public-health/services/diseases/2019-novelcoronavirusinfection/latest-travel-health-advice.html)
5. Know and understand the Coronavirus disease (COVID-19): Travel restrictions, exemptions and advice Webpage Travelers returning to Canada
6. Have a backup plan. In the event that you are turned away by the Border Services Officer or the Public Health Officer, you will need to book an airport hotel stay until you can take the next flight home. These costs will be paid by the student.

7. Find approved Calgary airport hotels: https://www.calgaryhotelassociation.com/news-and-articles/accomodations-for-self-isolation-covid19
8. Have transportation arranged from airport to quarantine destination.
   • Calgary United Cabs (Calgary Cabs) (403-777-1111) - Will transport international arrivals if passengers wear a mask and will take people to testing locations if they wear a mask and gloves.
   • Associated Cabs (403-299-1111) - No special rules in place for international arrivals and will take people to testing locations if they wear a mask and gloves.
   • Checker Cabs (403-299-9999) - Will pick up international arrivals if there are a maximum of 2 passengers and both sit in the back of the car. Checker Cabs will not drive to testing locations.
   • UBER - It is suggested that passengers always ride in the back and that they cover their face if they cough or sneeze. MRU recommends passengers wear a mask.
9. Ensure you have health insurance coverage.
   • All international students are required to have health insurance while they're in Alberta. Please refer to the following links to learn more about health care coverage for international students:

   • **Alberta Health Care Insurance Plan (AHCIP): information for international students:**

     o If you are a student from outside Canada, you may be eligible for AHCIP coverage.
     o Students under 18 years of age must be added to the AHCIP account of a custodian.
     o Students who have a 12-month study permit (valid for an Alberta educational institute) and who will reside in Alberta for 12 months or more are eligible for AHCIP coverage and should apply.
     o Students with study permits valid for more than 3 months, but less than 12 months, may be eligible for AHCIP coverage if their application is accompanied by a letter from the student confirming their intent to reside in Alberta for at least 12 months.
     o Learn how to apply for AHCIP coverage https://www.alberta.ca/ahcip-how-to-apply.aspx
     o Visit these sites for more information: https://www.alberta.ca/ahcip-temporary-residents.aspx and https://www.alberta.ca/ahcip-students.aspx#:~:text=studies%20are%20completed.-,International%20students,be%20eligible%20for%20AHCIP%20coverage.&text=Students%20who%20have%20a%2012,AHCIP%20coverage%20and%20should%20apply

   • **Students' Association of Mount Royal Health and Dental Plan**

     o As part of your student fees as a credit student at MRU you have paid for a student supplementary health and dental benefits plan. This plan may cover part of your costs for prescription medications, para-medical services, eye care, and dental visits. For more information visit the SAMRU site https://www.samru.ca/supportservices/healthdentalbenefits/

   • **Plan Your Stay: Health Care**

     As per the IRCC website, you need to have a quarantine plan in place before your arrival in Canada, including the following:

     Quarantine requirement https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/travel-restrictions-exemptions.html#health

- When you arrive in Canada by air, land or sea, we'll assess your health before you leave the POE. If you're a foreign national, and you have symptoms of COVID-19, you won't be allowed to enter Canada.
- You must have a plan to quarantine for 14 days. This includes the 3 day hotel quarantine followed by the 11 days elsewhere, when you arrive in Canada, including
  - a place to stay
  - how you'll get to your destination
  - how you'll get your groceries
  - how you'll access essential services and medical care

In Alberta, you can visit https://myhealth.alberta.ca/ for information on finding health care facilities if required.

xvi.   Packing

In addition to regular packing requirements, students should also bring:
- Disposable and cloth face masks
- One bottle of hand sanitizer
- Books and other supplies to occupy your time in quarantine

Please also make sure you have the following available in your carry-on luggage:
- At least two masks
- A travel-sized bottle of hand-sanitizer
- Disinfecting wipes
- Valid Passport
- Valid Study permit or permit confirmation document (if you have one)
- Letter of Acceptance from Mount Royal University
- Quarantine plan and supporting documents
- Proof of health coverage (including Students' Association of Mount Royal University Health and Dental Plan)
- Housing address
- Mount Royal University International contact: international@mtroyal.ca
- Change of clothing
- Some food or snacks (as restaurants may be closed in airports)
- Re-fillable water bottle

xvii.   Travel Plan

While en route to their destination, students are expected to:
- Wear a mask
- Practice Social Distancing
- Wash hands frequently
- Use hand sanitizer when necessary
- Sanitize personal space and high-touch areas such as seat belts and tray
- tables
- Minimize trips to the washroom

- Touch as few surfaces as possible
- Keep cell phone charged

xviii.   Student Arrival Plan

Upon arrival in Canada students should proceed through the airport while maintaining physical distance. You will not be permitted to stay in the Arrivals area. Students must have their documents ready to present to Canada Border Services. Students will also be required to undergo a screening by a border services or quarantine officer who will assess travelers for symptoms.

Before coming into YYC's facilities, visitors must complete YYC's health screening questionnaire. Once you have completed the questionnaire, you will be provided next step instructions based on your answers. You will also be asked to fill out the following COVID-19 Health Screening Questionnaire: https://www.yyc.com/en-us/healthscreeningquestionnaire.aspx

In the event that the Border Agent does not deem your travel essential, you will not be permitted to remain in Canada. You will have a ticket booked on the next available return flight (which may be several days in advance and you will be required to book a room in an Airport hotel and isolate until your return flight).

Please contact the Office of International Education if you require additional information. Contact: international@mtroyal.ca

xix.   Upon arrival at the Final-destination Airport

- Wear a fresh mask
- Pick up baggage while maintaining physical distancing
- Proceed to taxi or UBER stand at the Calgary International Airport. See map: https://www.yyc.com/navigatingyyc/maps.aspx
- Load your own luggage into the car and sit as far away from the driver as possible

xx.   Quarantine (Self-Isolation) Plan

As part of the Quarantine Act, travelers to Canada are required to self-isolate for 14 days (including 3 days in a quarantine hotel) https://www.canada.ca/en/public-health/services/publications/diseases-conditions/2019-novel-coronavirus-information-sheet.html

This means that students will have to stay in their own room for 14 days (including 3 days in a quarantine hotel) and avoid contact with (keep a 2-metre distance from) others. After arriving in Canada, Government of Canada officials will call the student to monitor compliance with the mandatory quarantine. You will be called from 1-888-336-7735 to verify your compliance during your 14-day quarantine.

IMPORTANT: When contacting you during quarantine to ensure compliance, the Canadian Government will never ask you for financial information.

Before continuing below, please read the Public Health Agency of Canada's directions on Quarantine.

Mandatory Quarantine

The Government of Canada has put in place emergency measures to slow the introduction and spread of COVID-19 in Canada. You MUST quarantine for 14 days (including 3 days in a quarantine hotel), provide contact information and monitor yourself for symptoms subject to the Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation) No. 4.

Your compliance with this Order is subject to verification and enforcement. Those in violation may face transfer to a quarantine facility as well as fines and/or imprisonment.

Ensure you have a suitable place of quarantine that has the necessities of life.

Go directly to your place of quarantine without delay and stay there for 14 days (including 3 days in a quarantine hotel) from the date you arrived in Canada.

You must wear a suitable mask or face covering while in transit. Practice physical distancing at all times. Avoid contact with others while in transit:

Some provinces and territories have additional travel restrictions (for example, no non-essential travel into the province, limited access to certain regions within the province, etc.).

Please refer to the list of provincial and territorial websites for more information.

Note that you may also be contacted by provincial/territorial authorities throughout your 14-day quarantine. If federal and provincial/territorial guidelines differ, you should follow the most precautionary and stringent requirements.

You must monitor your health for 14 days
- If you start experiencing any symptoms of COVID-19 (cough, shortness of breath, a fever equal to or greater than 38°C, or signs of fever [e.g. shivering, flushed skin, or excessive sweating]), isolate yourself from others.
- Contact your local public health authority and follow their instructions.

The 14-day period starts again if, during your quarantine period, you develop any signs and symptoms of COVID-19, including those noted above, or if you are exposed to another person subject to this Order who exhibits signs and symptoms or tests positive for COVID-19.

Please refer to the Symptoms of COVID-19 for additional symptoms common to COVID-19 or information on risk factors for increased exposure and severe outcomes from COVID-19.

To help reduce the spread of COVID-19 go directly to your place of quarantine and avoid making 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 quarantine.

xxi.   Student Quarantine Expectations

Only one student/co-arriving family member may be in a shared space at a time (i.e., there cannot be other individuals in the space at the same time), both for on- and off-campus quarantine.

- Students/their co-arriving family members must clean and disinfect the amenity before and after they use it, if it will be used by others within the 14-day quarantine period.

- If a quarantine residence is shared, students must have separate rooms and separate, dedicated spaces in kitchens and bathrooms for their belongings.

- If quarantining off campus, students should avoid staying with people over 65 and avoid exposure to other vulnerable individuals

During quarantine, you may NOT
- Leave your place of quarantine unless it is to seek medical assistance.
- Have any guests, even if you are outside and stay 2m apart from them.

During quarantine, you may
- Use shared spaces, or private outdoor spaces in your place of quarantine provided you:
  - Avoid contact with others who did not travel with you;
  - Disinfect spaces after use;
  - Wear a suitable non-medical mask or face covering if a distance of 2m from others residing in your place of quarantine cannot be maintained
- Please update your symptoms daily on the ArriveCan app.
- If living with others, stay in your room as much as possible and away from others.
- Practice good hygiene: wash your hands frequently with plain soap and water for at least 20 seconds; use a separate towel, kept away from others; cover your mouth and nose with your elbow when coughing or sneezing, or use a tissue. Avoid coughing into either your hands or into the air. Dispose of used tissues right away into a trash bin and immediately wash your hands.
- Use a separate bathroom if possible. Clean the bathroom regularly with household cleaning products. Flush the toilet with the lid down.
- Stay connected – text, email, FaceTime with your friends and family.
- Monitor your physical and mental well-being – if you are not feeling well with symptoms that resemble COVID-19, complete an online self-assessment to determine if you need further assessment or testing. https://www.alberta.ca/covid-19-testing-in-alberta.aspx
- If you cannot use the online self-assessment tool, call 811 Health Link https://www.albertahealthservices.ca/assets/healthinfo/link/index.html
- Package up your garbage, empty the garbage frequently, and wash your hands immediately.
- Keep personal items (toothbrush, cups, cell phone, tablets, laptops, etc.) separate from those belonging to others.
- Eat in your room.
- Avoid prolonged periods of inactivity. Mount Royal University will provide a resource package and opportunities to be active while in quarantine.

While these instructions and protocols may seem overwhelming, they are here to remind you to be careful of your contact with others during the 14-day quarantine.

Students are reminded that quarantine (self-isolation) is a requirement of the Quarantine Act and is not optional.

Mount Royal University is here to help!

xxii. Student Compliance Monitoring

International students' compliance with quarantine requirements is monitored by a combination of protocols established for Residence Services, Security, and International Education staff and management.

Residence Advisors and Residence Life Coordinators perform physically distanced check-ins at least twice per week with students quarantining in Residence. If students are symptomatic during quarantine, these check-ins are performed by telephone or video conferencing. Exchange students will also be monitored by International Education staff.

For students completing the 14-day quarantine off campus, contact information must be provided prior to departure and staff in International Education will perform check-ins with all students by telephone or video conferencing at least twice per week. Compliance issues will be reported to AHS (reporting tool) and Alberta Advanced Education (AE.campusAlberta@gov.ab.ca)

xxiii. Testing

With symptoms

To book a testing appointment online, please access the AHS assessment tool or call Health Link 811. If you have symptoms or known exposure to COVID-19, please stay home and book your test with AHS. (https://www.albertahealthservices.ca/topics/Page17058.aspx)

Without symptoms

Pharmacies can now choose to provide testing to people who have no symptoms and no known exposure to COVID-19. Please contact a participating pharmacy to arrange a test. To see if your local pharmacy offers testing, visit Alberta Blue Cross (https://www.ab.bluecross.ca/news/asymptomatic-testing.php).

xxiv. Post-Quarantine Expectations of Students

- Continue to practice proper hygiene
- Use proper coughing and sneezing etiquette
- Practice physical distancing when outside of the home; avoid malls, crowded spaces and sports
- Wear a mask in circumstances where you cannot maintain proper social distancing
- Stay connected!

xxv. Mandatory Mount Royal University Health Insurance Plan for International Students

Students should have both basic and extended medical insurance plans in order to be adequately projected.

Alberta Health Care:

Alberta Health Care Insurance is a basic health care coverage that is administered and governed by the provincial Government of Alberta. All eligible recipients are required by law to be covered by this insurance plan.

Students must enroll for Alberta Health Care Insurance Plan upon arrival in Alberta and upon establishing a residence in Alberta. Registration is not automatic. For details on how to register for Alberta Health Care insurance benefits please, refer to the website (https://www.alberta.ca/ahcip.aspx). An Alberta Health Care card is required for vaccination.

Extended Health Care:

Dental visits, eye care, prescriptions, and para-medical services such as physiotherapists and chiropractors are not covered by AHCIP. Some of these expenses are covered through the SAMRU Student Benefits Plan. As a full-time MRU student you do already pay fees that include the student supplemental health plan through SAMRU. Activation is now automatic. Visit mystudentplan.ca/mtroyal (myBenefits at a glance) for a summary of coverage.

Doctor visits, lab costs, and hospital stays are not covered by the SAMRU student benefit plan. It is a supplemental plan that helps pay for things not covered under Alberta Health Care Insurance Plan.

Private Health Care:

Students are welcome to purchase their own private insurance plans prior to arrival in Canada such as Guard.me International Insurance .

xxvi.   Help for Students

Social Stigma Associated with COVID-19

A guide to preventing and addressing social stigma:
https://www.who.int/docs/default-source/coronaviruse/covid19-stigma-guide.pdf

Health Link 811 Alberta Services

Call Health Link by dialing 811 for quick and easy advice from a registered nurse 24/7. They will ask questions, assess symptoms and determine the best care for you. Remember, in a medical emergency, always call 911 or visit the nearest emergency department.

211 Alberta – Community and Social Services Helpline   https://www.ab.211.ca/

Alberta 211 is a free helpline that connects you to community and social services in your area 24 hours a day, 365 days a year, in over 150 languages.

MRU Student Counselling

https://www.mtroyal.ca/CampusServices/WellnessServices/MentalHealthServices/StudentCounselling/index.htm

Wellness Services is continuing to monitor and respond to information and advisories from Alberta Health related to COVID-19. For more information on COVID-19, and for updates to MRU's response, please visit mru.ca/COVID19.

Student Counselling Services is conducting appointments via telephone or video (visit mru.ca/counselling). We are committed to providing students with ongoing care and are offering telephone and video sessions. To discuss your options or to book, change, or cancel an appointment, please call 403.440.6362 or email counselling@mtroyal.ca between Monday and Friday from 9:00 am to 4:00 pm. We will respond to you within 48 business hours. Please be sure to include your name and a call-back number so that an administrative assistant can call you back.

Physical Health - Mount Royal University Health Services

Mount Royal University Health Services is a primary care medical clinic that supports students and employees on campus. Please refer to the Health Services website: https://www.mtroyal.ca/CampusServices/WellnessServices/MedicalServices/index.htm

MyHealth Alberta (myhealth.alberta.ca)

MyHealth is a Government of Alberta initiative in partnership with Alberta Health Services. This website provides health information and useful health tools. Resources on this website include:

• Information about a particular health concern
• Leading a healthy lifestyle
• Access to a health checkup tool
• Information regarding treatments, medications and health alerts

Medimap

Medimap provides a list of walk in clinics: https://medimap.ca/Location/Calgary

Mount Royal University Support

In addition to support delivered by faculty and academic departments at Mount Royal, specialized programs and services are offered year-round through the Students division, which includes:

• Accessibility Services
• Admissions and Recruitment
• Career Services
• Cougars Athletics and Recreation
• the Iniskim Centre
• Institutional Analysis and Planning
• International Education
• Campus Equity and Meaningful Inclusion
• the Office of Student Success
• Academic Advising
• the Office of the Registrar
• Residence Services
• the Office of Student Community Standards
• Student Learning Services
• Student Systems and Communications
• Wellness Services

xxvii.   Mental Health Support

Mount Royal University Mental Health Services
Mental health is essential to your well-being and academic success. Explore the wide range of services offered: https://www.mtroyal.ca/CampusServices/WellnessServices/MentalHealthServices/index.htm

Mount Royal University Counselling Services
- Crisis Resources: https://www.mtroyal.ca/CampusServices/WellnessServices/CRISISRESOURCES.htm
- To make an appointment to meet with a counsellor or to find out more about Student Counselling, please visit:

  https://www.mtroyal.ca/CampusServices/WellnessServices/MentalHealthServices/StudentCounselling/index.htm

After-hours Assistance
For further assistance after hours, please access the following services:
- Emergency help: 911
- Distress Centre: 403.266.4357 (HELP)
- Child Abuse Program: 403.943.7886
- Social Resources: 211
- Non-emergency police line: 403.266.1234
- Calgary Communities Against Sexual Abuse
  - Crisis support and information lie: 403237.5888
- Calgary Women's Emergency Shelter
  - 24/7 family violence helpline: 403.234.7233
  - Support is provided by counsellors trained in many languages

xxviii.   Services for Students During the 14-day Mandatory Quarantine Period

Grocer Delivery Services
- CalgaryGrocery.ca
- Real Canadian Superstore
- Safeway
- Save-On-Foods
- Sunterra Market
- T & T Supermarket

Meal Delivery
- Door Dash
- Skip the Dishes
- Uber Eats

Pharmacy Delivery
- Calgary Coop
- London Drugs
- Rexall

- Safeway

Laundry Services
- Avalon Cleaners
- Lux Laundromat
- My Easy Laundry Calgary
- Tower Cleaners

General Products and Electronics Delivery
- Amazon
- Best Buy
- Canadian Tire
- Costco
- Staples
- Walmart

xxix. Online Program Delivery and Immigration Implications

Current Students:

Immigration, Refugees, and Citizenship Canada (IRCC) has made several policy and procedure updates related to COVID-19. Please review these updates as they pertain to your situation. The Canadian Bureau for International Education (CBIE) has also released a collection of helpful information related to IRCC's updates. Should you have any questions about your individual situation, please email immigration@mtroyal.ca

New Students:

Immigration, Refugees, and Citizenship Canada (IRCC) has announced that international students are able to begin their studies from their home countries either with or without a study permit, with different regulations. Please review the IRCC source material provided below for your specific situation. Should you have any questions about your individual situation, please email immigration@mtroyal.ca .

1) If you have a study permit, or have been approved for a study permit for a program starting in the fall but you are unable to travel to Canada, you may begin your MRU studies online from your home country. The time spent studying outside Canada (to a maximum of 50% of your program, if you are unable to travel to Canada sooner) will count for eligibility for a post-graduation work permit. You are still required to actively pursue your studies. https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/students.html

2) If you do not have a study permit, or have applied but have not yet been approved for a study permit, you are able to begin your studies online from your home country. The time spent completing your courses online without a study permit will not count towards eligibility for a post-graduation work permit. https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/service-delivery/coronavirus/temporary-residence/study-permit.html

Please contact: Immigration@mtroyal.ca to connect with an MRU International Advisor to discuss concerns.

xxx. Definitions

What is COVID-19 (coronavirus)?

COVID-19 is a viral infectious disease that can vary in severity, with some individuals experiencing no to very mild symptoms, others developing respiratory symptoms, including pneumonia, and some developing severe and life-threatening multisystem disease. COVID-19 has been declared a pandemic by the World Health Organization (WHO), meaning it is circulating globally and there is little to no population immunity to the disease. Most people who are infected with COVID-19 will have a mild illness and will recover on their own. Some people who have more severe cases of COVID-19 will require care from a health care provider or hospitalization. COVID-19 may be diagnosed by a health care provider based on signs and symptoms, and/or confirmed through laboratory tests.

For more information about COVID-19 and its signs and symptoms, please see the Government of Canada's Public Health Page on COVID-19

You should get tested if you have any COVID-19 symptoms.

If you have any these symptoms you are legally required to isolate for at least 10 days from the start of your symptoms or until they resolve, whichever is longer:

• Fever
• Cough (new cough or worsening chronic cough)
• Shortness of breath or difficulty breathing (new or worsening)
• Runny nose
• Sore throat
• If you have any of these other symptoms, stay home and minimize your contact with others until your symptoms resolve:
    o Chills
    o Painful swallowing
    o Stuffy nose
    o Headache
    o Muscle or joint aches
    o Feeling unwell, fatigue or severe exhaustion
    o Gastrointestinal symptoms (nausea, vomiting, diarrhea or unexplained loss of appetite)
    o Loss of sense of smell or taste
    o Conjunctivitis, commonly known as pink eye

Monitor your health and call Health Link 811 if you have questions or concerns. Call 911 immediately if experiencing severe symptoms of COVID-19, including difficulty breathing, severe chest pain, feelings of confusion or loss of consciousness. https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirusinfection/symptoms.html#i

Quarantine: Self-isolate versus Isolate:

The Public Health Agency of Canada draws a distinction between the need to quarantine (self-isolate) and isolate. https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirusinfection/prevention-risks.html#self

This procedure assumes that students will meet the requirements to quarantine (self-isolate).

Isolate

Students must isolate if any of the following conditions apply: you have been diagnosed with COVID-19; you have symptoms of COVID-19, even if mild; you have been in contact with a suspected, probable or confirmed case of COVID-19; you have been told by public health that you may have been exposed to COVID-19; or you have returned from travel outside Canada with symptoms of COVID-19 (mandatory).

Canadian Government Information about terms and definitions can be found: https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html

xxxi.   Online Apps and Tools

ArriveCAN app

This mobile app is designed to speed up your arrival process in Canada and spend less time with border and public health officers. Submit your information easily and securely using the app within 48 hours before arriving in Canada.

The app helps you to:
• provide mandatory information that's required for entry into Canada
• reduce your wait time and points of contact at the border
• provide the Government of Canada with voluntary updates on your quarantine compliance and the development of any symptoms during the 14 days after arriving in Canada

Download the ArriveCAN mobile app, available on the Apple App and Google Play Stores, prior to your arrival to reduce wait times and limit points of contact.
https://apps.apple.com/us/app/canarrive/id1505394667?mt=8
https://play.google.com/store/search?q=arrivecan%20mobile%20app&c=apps

Government of Canada COVID-19 App and Self-Assessment Tool
The app will support you to track your symptoms, receive the latest updates, and access trusted resources. https://ca.thrive.health/

Health Canada Covid Alert App
 https://apps.apple.com/ca/app/id1520284227

ABTrace Together App

ABTraceTogether is a mobile contact tracing app that helps to let you know if you've been exposed to COVID-19 – or if you've exposed others – while protecting your privacy.

https://www.alberta.ca/ab-trace-together.aspx

Please note, after you arrive in Canada, a representative of the Government of Canada will call you to monitor compliance with your mandatory quarantine or isolation. We ask that you please answer calls from 1-888-336-7735.

xxxii.   Additional Resources

Canada's Travel Restriction Measure:

https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/service-delivery/coronavirus/travel-restrictions.html

Alberta's provincial requirements for self-isolation:

https://www.alberta.ca/isolation.aspx

Alberta Health Services COVID-19 Test Information

https://www.alberta.ca/covid-19-testing-in-alberta.aspx

Government of Alberta's Isolation Questionnaire for Returning Travelers

https://formsmgmt.gov.ab.ca/Public/OCMO12443.xdp

xxxiii.   COVID-19 Disruptions

Please note, as the COVID-19 situation continues to evolve, international students may face a variety of other disruptions. This may include:

- Visa application centre closures
- Service disruptions at Canadian visa offices
- Travel plan disruptions
- Limited access to local government offices and businesses
- Limited access to a panel physician who can do the immigration medical exam

xxxiv.   Sample Letter to Students

Dear <preferred Name>,

The Fall 2020 Semester will primarily be delivered using alternate delivery methods. Hopefully, in 2021, face to face learning - what we do best - will resume. Mount Royal University is a welcoming place and we're known for supporting students. Even online, you can expect a high-quality education and feel connected to our community. As an international student, we have some important information to help you get ready for your studies at Mount Royal.

Visit our website to find information about immigration and travel related to COVID-19, the 14-day self-isolation period, and online program delivery as it affects your Study Permit. If you wish to connect with an MRU International Advisor for immigration and travel questions, please email immigration@mtroyal.ca.

If you've already applied for Residence, please check in with us. If you haven't applied but are interested in living on campus, contact residence@mtroyal.ca. We have options to support you through the quarantine period.

If you have Admission questions, please email aro@mtroyal.ca

Section II: Mount Royal University COVID-19 People Plan

Protecting the health and safety of those on campus, as well as of the broader Calgary community, is the University's primary concern. The information here is intended to support the Mount Royal University community in planning for the phased return of campus operations while mitigating risks associated with the COVID-19 pandemic.

The following information is excerpted from a detailed document outlining the Mount Royal University COVID-19 People Plan prepared by the Department of Human Resources. This excerpted information supports the actions on campus related to the International Student COVID-19 Plan. The latest information on University updates, along with a useful list of Frequently Asked Questions, can be found here: MRU's response to COVID-19.

MRU follows regulations, restrictions and guidelines from all government authorities, primarily the Alberta Ministry of Health, Alberta Health Services, the Government of Alberta, the City of Calgary and the Government of Canada Public Health Agency of Canada together with the Government of Canada's Guidance for Post-Secondary institutions. With changes, this document is updated. MRU may choose to go beyond these regulations, restrictions and guidelines to exercise maximum caution.

i. Summary

The guiding principles Mount Royal is following during the COVID-19 pandemic are to prioritize:
- the health, safety and well-being of people
- provincial guidelines for post-secondary institutions and businesses
- our core academic mission
- short-term financial viability
- long-term business continuity and financial sustainability
- the short- and long-term impact on reputation

This document has two purposes, which are to:
- describe the approach MRU is taking to reduce the risks of COVID-19 spreading and to respond to single or multiple cases
- outline expectations, support decision-making, receive support, implement practices and guide further communications for:
  - managers and chairs who are seeking approval to have employees (faculty, staff, exempt or management) return to campus
  - professors, instructors and researchers with students on campus because of approved exceptions or research
  - leaders of areas with individuals on campus as part of an approved business, service or support

The pandemic introduces a risk to MRU being able to provide a safe campus environment. Protocols are in place to reduce this risk and are listed in order of effectiveness. These include:
- limiting the number of people on campus
- for those required and approved to be on campus:
  - following physical distancing and hygiene practices
  - putting in place physical barriers
  - having administrative controls such as procedures, signage and training
  - requiring personal protective equipment (PPE)
  - cleaning and disinfecting critical surfaces

- o monitoring and responding to infection
- o preparing a plan to address and communicate symptomatic cases

These individuals must take reasonable precautions to reduce risks for employees, students and community members approved to be on campus.

Those on campus:

Employees, students and community members are responsible to protect themselves and others on campus. They are aware of the protocols before returning to campus and follow them while on campus.

ii. Observing protocols

Mount Royal develops overall protocols (such as wearing masks), communications tools to assist with observing protocols and supports to those overseeing others on campus.
Those overseeing people on campus:

Managers and chairs; professors, instructors and researchers; and, leaders of business, service and support areas develop and oversee implementation of area- and function-specific protocols and communicate them, recognizing some individuals may require exceptions. Excluding exceptions, if individuals do not observe protocols, they are given a warning. If there is no change, they are asked to leave campus. If the individual refuses to leave campus, Security Services is called and these individuals are not permitted to return to campus until agreeing to observe protocols.

Those on campus:

Protocols for returning to campus are communicated to students, faculty, staff and community members and must be observed while on campus. If the protocols are not adhered to, individuals are approached about ensuring protocols are followed. If requests to observe protocols are ignored, individuals may be asked to leave campus.

iii. Protocols: Limiting the number of people on campus

During the pandemic, Mount Royal's approach is to limit the number of individuals and the amount of time spent by individuals on campus.
A number of employees performing critical functions have remained on campus. Since June, other areas approved to return to campus have done so successfully. This includes academic programs such as aviation, massage therapy, athletic therapy and the Bridge to Canadian Nursing Program, and business areas such as the Childcare Centre and the Injury and Prevention Clinic.

In general terms, employees slowly return to campus in line with government phasing beginning with those who:

- support students and employees on campus because of in-person learning exceptions and research
- as part of alternate delivery of instruction and research, need access to spaces, equipment and materials
- support business, support or service areas resuming activity on campus
- are remaining employees

In general terms, students on campus are those having in-person learning exceptions and approved research obligations, needing access to computer labs and study spaces or staying in Residence.

Community members on campus are those accessing services, supports and businesses approved to resume activity on campus.

Those overseeing others:

Putting in place safety protocols, for those already approved to return to campus
Some individuals (instructors, supporting staff and faculty, researchers and students) returned to campus because of approved exceptions for in-person learning and research activities. Managers and chairs worked with supporting areas to determine safety protocols to put in place. These are outlined in APPENDIX A, section B.

Getting approval for individuals to return to campus
The process to follow when managers and chairs receive requests from individuals who as a part of alternative delivery of instruction and research need access to spaces, equipment and materials can be found in APPENDIX B.

Those on campus:

Individuals are only on campus if it is part of an approved return-to-campus plan (see APPENDIX A) or one-off request (see APPENDIX C) or, for students, if they reside in Residence or need to access common area computer labs or study spaces. Individuals are aware of expectations before returning to campus. For some this includes an orientation, along with daily self-assessments. Individual employee situations are taken into account by managers and chairs, who consult with HR business partners. Students consult with Accessibility Services if they are unable to meet expectations due to medical reasons.

Resources:

APPENDIX A: A guide for leaders developing plans for teams or groups to return to campus
APPENDIX B: The process for individuals to get approval to return to campus on an ongoing basis
APPENDIX C: A guide for one-off requests for people to return to campus
Return to campus orientation for students and employees
HR employee well-being COVID-19 resources for managers and employees
Accessibility Services COVID-19 information for students
Occupational Health and Safety Act

iv. Protocols: Physical distancing (including hygiene practices)

Physical distancing (a minimum of two metres and more during strenuous activity) and proper handwashing practices help protect individuals and those around them.

In all situations where it is not possible to maintain the two metre spacing, masks covering the nose and mouth must be worn by all individuals. (See G. Protocols: personal protective equipment.)

Facilities Management (FM) and Environmental Health and Safety (EH&S) have put in place precautions.
- Visual cues remind people of physical distancing, such as arrows to indicate one-way traffic, dividers, ropes and floor markings, while still ensuring access to emergency exits.
- Some non-critical common areas are closed, with access restricted. Many campus amenities are closed. If open, access is limited and signage and sanitization products are in place.
- Washroom access will be managed to either two or three occupants depending on the size of the washroom and there will be signage and some fixtures closed to permit physical spacing.
- Where practical, office layouts are restructured to increase space between workstations.
- Elevators are restricted to single-person use. An aide may accompany a person requiring assistance.

- Only meeting spaces that best permit physical distancing will be available (guidance will be provided upon requesting space).

Those overseeing people on campus:

Leaders work with EH&S and FM to develop processes and procedures for physical distancing. They evaluate areas with constricted access (doorways, hallways, elevators, stairwells, washrooms etc.) In-person group meetings are avoided, where possible, and replaced with virtual meetings (Google Meet).

Those on campus:

Individuals physically distance in common areas, as well as in common business, work and learning spaces.

v.   Protocols: Physical barriers

When physical distancing is not practical, physical barriers can be effective.

Facilities Management (FM), with advice from Environmental Health and Safety (EH&S), installs barriers if an area is a required space, particularly if there is frequent interaction with others. Barriers are adequately sized and sturdy and considerations include:
- not impeding the duties of employees
- being made of a material that withstands frequent cleaning and disinfection
- not contravening the Fire Code and allowing ease of egress in the event of an evacuation
- desk-mount barriers being made of transparent materials for ease of viewing
- using partitions when people can not physically distance or are near walkways or common areas
- ensuring there are plans to clean physical barriers frequently

Those overseeing people on campus:

Areas work with FM and EH&S to identify a need for physical barriers, and if so, provide advice regarding construction and follow implementation (which includes cleaning and disinfecting plans).

Those on campus:

Individuals abide by the physical barriers in common, work and learning areas, as well as spaces with services and businesses open to community members. This may require some cleaning of barriers.

vi.   Protocols: Administrative protocols

Administrative protocols reduce risk by changing the way people act.

Signage and communication reminds people to physically distance, frequently wash hands, stay home if unwell, recognize signs and symptoms of COVID-19 and follow specific cleaning practices.

Before returning to campus an orientation (below under Resources) outlines expectations and trains employees and students doing in-person learning exceptions and research. There is information for community members.

Environmental Health and Safety (EH&S), Facilities Management (FM) and Human Resources (HR) support areas to identify administrative protocols. EH&S helps develop Safe Work Procedures (SWP) for tasks or situations.

HR business partners help with flexible work scheduling for employees (see example in APPENDIX A), always aligning with employment standards and collective agreements. Flexible scheduling may also be appropriate for students and community members.

Employees and students do not travel outside of Alberta for University purposes without permission from a vice-president. Employees working remotely reside in Alberta unless approved by a dean or associate vice-president.

Those overseeing people on campus:

People consult with HR, EH&S, FM and others with expertise on administrative protocols. Individual circumstances may mean some cannot follow administrative protocols. These are discussed with HR for employees, Accessibility Services for students and leaders in areas for community members. People overseeing others on campus inform and train them in the protocols once developed and in place.

Those on campus:

Those on campus follow administrative protocols, unless there are extenuating circumstances that are pre-arranged with HR, Accessibility Services or leaders in business, support and service areas.

Resources:

Return to campus orientation for students and employees
Safe work guideline: pandemic expectations for employees
Safe work guideline: pandemic expectations for contractors
Safe work guideline: cleaning of shared workspaces during COVID-19
Safe work procedure: laboratory decontamination during COVID-19
EH&S pandemic return to work safety plan
Accessibility Services COVID-19 information for students

vii. Protocols: Personal protective equipment

Personal protective equipment (PPE) typically includes masks (N-95 filtering facepiece respirators for medical professionals, procedure grade and non-medical), disposable gloves and face/eye protection. Use of PPE requires training.

The World Health Organization established COVID-19 has airborne infective qualities so everyone on campus wears masks in common areas and where physical distancing is not possible. The onus is on individuals to provide and wear their own personal masks (one-use disposable or cloth masks). If an individual forgets to bring one to campus, a mask can be picked up at the Security Services desk at the West Gate. People may choose to wear face masks and PPE in areas where it is not required. Enhanced PPE will be provided to areas such as nursing, midwifery, athletic therapy and massage therapy.

Through faculties, departments and research areas, Mount Royal continues to provide PPE to those needing protection for non-COVID-19 hazards. If appropriate PPE is not available, tasks are suspended.

Those overseeing people on campus:

Consultation with Environmental Health and Safety on PPE is required and getting supplies occurs before people return to campus. Informing, training and monitoring that people wear PPE in work, learning and business, support and service areas where they cannot physically distance is primarily the responsibility of managers and chairs, and professors, instructors and researchers and leaders of areas.

Those on campus:

Face masks are worn on campus in common areas and where physical distancing is not possible. The onus is on individuals to provide and wear their own personal masks (one-use disposable or cloth masks). If an individual forgets to bring one to campus, a mask can be picked up at the Security Services desk at the West Gate. People may be required to use other PPE due to their activity on campus. If individuals have medical reasons preventing them from wearing a mask, before coming to campus employees can contact HR Ability Management and students can contact Accessibility Services to make arrangements.

Resources:

HR Ability Management (email)
Accessibility Services COVID-19 information for students

viii. Protocols: Cleaning and disinfecting critical surfaces

The virus causing COVID-19 can survive on surfaces for several days, requiring frequent cleaning and disinfecting of high-touch surfaces and objects.

Facilities Management (FM) increases the frequency of cleaning and disinfecting in high-traffic public areas, common areas, public washrooms and showering facilities. This includes a minimum of twice per day cleaning of frequently touched surfaces in common building areas including door knobs, light switches, handrails, toilet handles, faucets and taps in bathrooms, elevator buttons, railings etc. Specialized deep cleaning and disinfection occurs in areas where there has been an exposure to COVID-19. Environmental Health and Safety (EH&S) recommends cleaning and disinfecting protocols in local areas. Cleaning supplies are provided for local level and area cleaning.

ix. Protocols: Monitoring and responding to infection

Self-reporting of signs and symptoms of COVID-19 helps limit the spread of infection. Signs may include: temperature above 38°C (100.4°F) or signs of fever (chills, muscle pain, feeling of weakness, etc.); cough or worsening of a previous cough; sore throat; headache; shortness of breath; sneezing; nasal congestion or runny nose; hoarse voice; diarrhea; unusual fatigue; loss of sense of smell or taste; and red, purple or bluish lesions on the feet, toes or fingers without clear cause.

Different levels of self-screening are required for those entering campus buildings.

Employees, students, contractors and consultants on campus must fill out a daily form before coming to campus (see links below). Signage and communication reminds people not to come to campus if they are experiencing signs and symptoms.

Those overseeing people on campus:

Those overseeing individuals communicate the need to complete the daily Health Declaration Form.

Those on campus:

Employees and students on campus will self-screen daily before coming to campus (link below).

Those not regularly on campus do a form of self-assessment, ranging from answering questions upon entering an area or by abiding by communication not to come to campus if having signs or symptoms.

x.   Controls: Plans to address symptomatic cases

It is still possible for individuals to contract the virus on or off campus. Planning and clear communication minimize disruptions and concerns from potential positive cases.

In the event of a reported suspected/positive COVID-19 case, the University follows Alberta Health Services (AHS) guidance, taking all necessary steps to minimize the potential spread and impact. If individuals are on campus, isolation areas are available for anyone needing to self-isolate before leaving campus. Environmental Health and Safety (EH&S) and Facilities Management (FM) provide the necessary support to report incidents using the Injury/Incident Report Form, clean and disinfect areas and assist with contact tracing. If individuals are off campus, managers/chairs and instructors will advise the individual to self-isolate in an appropriate location before being able to leave the location. Human Resources assists employees and Wellness Services assists students. Individuals' confidentiality is respected.

Those overseeing individuals on campus:

If individuals have COVID-19 signs or symptoms while on campus or during off campus activities, the manager/chair or instructor ensures they self-isolate until they can leave the location. Self-isolation rooms are available on campus. The manager/chair or instructor will need to identify an appropriate location to temporarily isolate the individual if off campus. The manager or chair will advise symptomatic employees to complete the Self Isolation Report form, which notifies EH&S and Ability Management in Human Resources of a symptomatic case. With all symptomatic cases, EH&S will work with the manager/chair or instructor and FM to determine if additional disinfection or cleaning measures are needed.

If there is a confirmed case, those overseeing the individual: file an Injury/Incident Report Form to record the occurrence; work with EH&S and FM to consider closing the area for additional cleaning and disinfection; and work with EH&S and possibly AHS to investigate. It is recommended people download the ABTraceTogether tracking app. Employees contact the Ability Management Consultant in HR and students contact Wellness Services. People's private medical information is kept confidential.

Those in contact with an infected individual self-isolate and go home, awaiting AHS contact. People may be uncomfortable working in an area where someone had signs or tested positive. HR can assist.

Those on campus:

Individuals are encouraged to download the ABTraceTogether tracking app. If an individual has signs and symptoms before coming to campus, they notify a manager/chair, or professor, instructor or researcher.

Individuals with COVID-19 signs or symptoms while on campus notify their manager/chair, or instructor, researcher or leader of the business, support or service area, self-isolate in designated isolation areas until they can leave campus or if off campus work with their manager/chair to identify an appropriate location to self-isolate until they can leave the location. Individuals follow AHS guidance. Any employee who is required to self-isolate must also complete the Human Resources Self Isolation Confirmation

Form. Employees contact the Ability Management Consultant in HR and students contact Wellness Services.

Others in contact with an individual with signs or symptoms may be asked to leave campus and self-isolate. Anyone who becomes exposed to COVID-19 suspected cases within their household remains home and follows AHS advice on when they may return.

People's private medical information is kept confidential.

Resources:

APPENDIX D: Rapid response plan