

A GUIDE FOR GGS INTERNATIONAL STUDENTS IN CANADA

We look forward to starting the 2020-2021 school year with you at The Glenn Gould School (GGG). This is an exciting time as you continue your studies and development as musicians. We are excited to have you with us and look forward to connecting with each of you!

This guide is meant to ensure you are aware of the current requirements and procedures in place by the Canadian government for international students travelling to Canada. We want to make sure you have a safe arrival and plan for your stay in Toronto before arriving.

We are committed to meeting all institutional requirements set out by both federal and provincial governments, for as long as the GGS appears on the federal list of designated institutions.

Before travelling to Canada

In preparation for your travels to Toronto, international students must enter Canada with an established quarantine plan. The quarantine should be at least 14 days before the first day of school. **Any international student who is found to be in violation of the mandatory 14-day quarantine period may be penalized under Canadian law.** Students must ensure that appropriate arrangements are in place, and included in their quarantine plan, for the following:

- **Direct transportation** from the airport (or other port of entry) to their isolation location: GGS will pre-arrange and pre-pay for this service for any international student. Please have written or electronic proof of this reservation upon arrival. Do not share the transportation with any other passenger, other than co-arriving family members (*See page 4 – “When You Arrive in Canada” for further details*).
- **Accommodations, food and meal delivery, medication, etc.:** a list of services and resources is attached to assist with planning. GGS admin will be in daily contact during your quarantine to assist with any additional supports.

You must have appropriate arrangements in place for your quarantine including physical distancing from others, avoiding contact with vulnerable individuals (including those 65 years of age and older), and individuals with underlying health conditions. If you quarantine with others, the Government stipulates they must be family members or from the same country of origin. **Public living areas should be avoided.** Hostels and residences with shared living accommodations would not be acceptable for quarantine or isolation.

We need you to consider the following when developing your quarantine plan:

- How are you arriving?
- Where will you be going to?
- Has transportation been arranged directly to your accommodations (**no stops**)?
- How will you receive food and any needed supplies during the 14-day quarantine?
- What will you need to set up for this time?
- A contact number the student can be reached at in Toronto during their quarantine for GGS Admin to check-in

NOTE: Students will be **required to submit their quarantine plans in writing to GGS** prior to the release of the letter required from us to cross the border. This ensures we are able to maintain the necessary level of oversight and support.

Should there be any additional costs or fee charged by the GGS to you as a result of your quarantine planning, it will be confirmed in writing that: 1) you are aware of, and agree to, these costs prior to your departure for Canada, and 2) should you not choose not proceed with your training as a result of these costs, you will be provided with a refund of any fees already paid in accordance with the GGS' Refund Policy.

Health Insurance

As an international student, you must have comprehensive health insurance during your studies in Canada. If you already have an insurance plan and coverage in place for the 2020-2021 academic school year, please submit proof of this to Whitney Mather prior to entering Canada. If you do not have health insurance, confirm your enrolment in the GGS Guard.Me plan with Whitney before entering Canada.

Remember: A study permit alone is not travel authorization. IRCC (Immigration, Refugees, and Citizenship Canada) will communicate to international students once travel authorization has been granted. This authorization may be cancelled if the circumstances change (institution or province).

Travelling to Canada

Upon arrival, international students **must** be able to demonstrate that they have a plan in place to support their initial 14-day mandatory quarantine period in Canada. All travelers entering Canada are **required** to wear a face covering or non-medical mask during travel, including to their place of quarantine, and they **must complete their 14-day quarantine upon arrival in Canada**. This is accordance with the requirements set out in the Emergency Order *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation) No. 3*. under the *Quarantine Act*. **Failure to comply can lead to maximum penalties including a fine up to \$750,000 and/or imprisonment for six months. Any individual who causes risk of imminent death or serious bodily harm to another person while willfully or recklessly contravening the Act or regulations could be liable for a fine of up to \$1,000,000 or imprisonment of up to three years, or both. Police (including the RCMP, provincial and local police) can issue tickets to those who don't comply with Act or other emergency orders, with fines ranging from \$275 to \$1,000.**

International students and any accompanying family members are required to download the Government of Canada's [ArriveCAN](#) application **prior** to arrival, enter the required information and check-in **daily** (including symptom reporting).

During the Quarantine Period

The Government of Canada will be conducting spot checks to ensure those under quarantine are compliant. In addition to the offenses outlined previously, **international students could face consequences under the *Immigration and Refugee Protection Act*, such as being deemed inadmissible and subject to a removable order for any non-compliance with quarantine requirements under the *Quarantine Act*.**

During your stay in Canada, you must continue to comply with federal and provincial laws and regulations as well as the guidelines established by local authorities and GGS. Guidelines and advice from the Government of Canada can be found here: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>. This includes your responsibility, and that of any accompanying family members, for on-going self-monitoring and assessment of COVID-19 symptoms during the quarantine period. Should you receive a negative COVID-19 test result during your quarantine, you are required to complete the 14-day period and be tested again at its end.

During your quarantine, a member of the GGS Admin team will be checking in with you daily to ensure you are well and continue to have the resources you need. In compliance with Health Canada, any breach during the mandatory quarantine period will be reported to the **Toronto Public Health Hotline (416-338-7600)**.

At the end of your quarantine period, you are **required to visit a COVID-19 Assessment Centre** and **provide us with proof** of a negative COVID 19 test. Given you will not have provincial health number and/or a family physician in Ontario, you need to **make this clear** at the testing centre for your results to be provided directly to you.

According to Toronto Public Health – if you have your own mode of transport you should use this to visit a testing centre. If not, public transit (TTC) is **not an option** - the GGS will arrange for a taxi/car service for you, during which you must wear a mask, wash your hands before and after the ride, sit in the backseat, open the windows, record the taxi/car number for tracing, and the ensure the trip is direct to the testing center and back to your place of quarantine.

This is a unique time for all of us and living by yourself (some for the first time) can be different than we imagine it to be. Sometimes you just need to speak with someone. All GGS students have access to **My SSP** - a mobile app from Keep.meSafe. Someone is always available through this app (phone or chat), in multiple languages with native speakers.

In addition to this, we also have two highly dedicated councilors as part of the GGS Mental Health program for GGS students available to securely meet on a remote basis. To book, please contact: mhawareness.connections@gmail.com

Beyond your quarantine period, and throughout the academic year, the GGS will use its weekly e-bulletin to provide updated COVID-19 information, including any outbreaks affecting the GGS and the broader RCM community. This updated information, from Toronto Public Health, is available in English, French and several other languages. We will also ensure that any COVID-19 related stigma is addressed using our Student Code of Conduct Policy. Records relating to your quarantine period will be securely maintained by the Registrar – before, during and after your quarantine.

Though we may not all be together in person, we will be together online and in-person but distanced for lessons, vocal coachings, Chamber Music, Opera, RCO, and Sonata Repertoire. We are a small but supportive school. Please do not hesitate to contact GGS Admin as you prepare for your travels or during your time at GGS.

QUARANTINE PROCEDURES AND RESOURCES

BEFORE TRAVELING TO CANADA

QUARANTINE PLANS

Prior to travelling to Canada, you must submit a detailed quarantine plan to Whitney Mather, Student Services Manager, at whitney.mather@rcmusic.ca. This must contain detailed answers to the following questions, adhering to the guidelines outline in Canada's [Quarantine Act](#):

1. How are you arriving? (Flight, driving, etc.)
2. What is the location of your quarantine? The description of your accommodation must demonstrate that it:
 - a. Includes both a private room and bathroom
 - b. Has appropriate supports for individuals living with disabilities or other health conditions (if applicable)
 - c. Ensures no contact with seniors or individuals with chronic medical conditions
3. How will you receive groceries, cleaning supplies, medication (if needed) and other necessities of life, without contact for and during your quarantine?
4. Will you require any educational supports during your quarantine?
5. Do you have health insurance?
6. What phone number can a member of GGS contact you at each day to check in during quarantine?

Please note: You are not permitted to leave your quarantine accommodation except in the event of urgent medical care or to access private outdoor space that is part of your accommodation arrangements and is not accessible to other outside of your co-arriving family group (eg. a private patio or balcony).

GGS administration will review this plan and will provide approval once it includes all necessary details. You will also be required to sign this plan as a confirmation that you will follow it for the entirety of your quarantine period.

ACCOMMODATION OPTIONS (each with private bathroom) - if a meal plan is offered this is included in the hotel's listing. Each location has accessible rooms that can be reserved for those who need them.

Airport Options:

Holiday Inn Express & Suites Mississauga Toronto Southwest

Address: 2125 North Sheridan Way, Mississauga, ON L5K 1A3

Special rate: \$79.00 per room + breakfast, per night (plus tax)

Contact: Call 905-855-2000 (Trang Le, Sales Manager)

Holiday Inn Airport East

Address: 600 Dixon Road, Toronto, ON M9W 1J1

Details: Quarantine Package offers a 14-day stay starting at \$65/night (single occupancy) and specific meals (breakfast, lunch or dinner) can be added to your stay. Additional occupant (must be family member) charged \$10/night plus meals.

Contact: E-mail Pari Sambasivan at p.sambasivan@yyzae.com

Sheraton Gateway Hotel in Toronto International Airport

Address: Terminal 3, Toronto AMF, P.O. Box 3000, Toronto, Ontario L5P 1C4 Canada

Details: Microwave and fridge in room, hotel will deliver outside food and deliveries to room (contactless), connected to Airport, no shuttle required, subject to rates and availability. Hotel food service can be ordered.

Contact: Call 905-672-7000 or 1-888-627-7092

Hampton Inn & Suites Toronto Airport

Address: 3279 Caroga Dr, Mississauga, ON L4V 1A3

Details: <https://www.hilton.com/en/hotels/yyzhshx-hampton-suites-toronto-airport/>

Contact: Call 905-671-4730

Downtown Options:

Tartu College

Address: 310 Bloor Street West, Toronto, ON M5S 1W4

Details: <https://www.tartucollege.ca/>

Contact: Call 416-925-9405 or email info@tartucollege.ca (Monday-Friday 9am to 4pm)

Executive Hotel Cosmopolitan Toronto

Address: 8 Colborne St, Toronto, ON M5E 1E1

Details: <https://www.executivehotels.net/executive-hotel-self-isolation/>

Contact: Call 416-350-2000

If arranging for an alternative to these options, please ensure that your location meets the requirements as outlined in the [Quarantine Act](#) and that this is adequately reflected in the details included in your quarantine plan.

WHEN YOU ARRIVE IN CANADA

A GGS representative (or designate) will meet you at the airport or other port of entry – as outlined in your approved quarantine plan.

After an active screening from our representative, you (and any co-arriving family) will be provided with a new supply of masks and hand sanitizer and you will be reminded to practice physical distancing and hand hygiene throughout travel to your quarantine location.

This **active screening** will include the following questions – as per Toronto Public Health (TPE):

- *Do you have any of the following (new or worsening) – fever, cough, difficulty breathing, sore throat/trouble swallowing, runny nose, loss of taste or smell, not feeling well or nausea/vomiting/diarrhea?*
- *Have you been in close contact with someone who has confirmed COVID-19 in the past 14 days without wearing appropriate PPE?*

Your answer to TPE's final – "*Have you returned from travel outside of Canada in the past 14 days*" – will obviously be "yes". As a result, the GGS representative will accompany you to your isolation location (in a separate vehicle) to ensure that there are **no stops** (planned or unplanned) during this trip and that you immediately begin your self-isolation.

TRANSPORTATION

During the quarantine plan review process, GGS admin will develop a transportation plan to assist you with travel between the airport (or other port of entry) and your quarantine location. This will include a car service, prepaid by the GGS, if needed. A GGS representative will be on hand to ensure that you meet with your driver.

The driver responsible for this transportation will be informed in advance that they are picking up travelers arriving in Canada and of the precautions they must take to protect their safety including not working if symptomatic, ensuring all travelers wear masks, that windows are down (weather permitting) and that physical distancing is supported.

FOOD

Arranging food during your quarantine period is an important step. If your accommodation does not include a meal plan, following are some resources for food/grocery delivery:

Grocery Delivery

- Instacart – www.instacart.ca (app available)
 - [Near airport hotels \(Mississauga\) /](#)
 - [Near GGS / Royal Conservatory \(Downtown Toronto\)](#)
- Cornershop – www.cornershop.ca (app available)
- Loblaws – [PC Express Delivery](#)
- Longo's – [Grocery Gateway](#)
- Metro – [My Online Grocery](#)
- Sobeys - [Viola](#)
- [Walmart](#)
- [Real Canadian Superstore](#)

Restaurant / Meal Kit Delivery

- Meal delivery apps/services: [UberEats](#), [DoorDash](#), [SkipTheDishes](#)
- Meal kit delivery - they provide the ingredients/recipe, you do the cooking: [Hello Fresh](#), [Good Food](#), [Chef's Plate](#)

INTERNET / PHONE / MOBILE / TELEVISION

- Find [television, Internet, mobile and phone service](#) providers in the area – use search term “Toronto”.

SANITATION SERVICES

Students should ensure they have access to adequate cleaning/sanitization supplies during their quarantine period and indicate this in their submitted quarantine plan.

If needed, cleaning supplies can be ordered through the previously listed **Grocery Delivery services** (Instacart handles Staples deliveries / Cornershop handles Canadian Tire deliveries). GGS admin staff can also assist in providing these supplies (during their daily check-in calls).

LAUNDRY – offering wash and fold services with contactless pickup/delivery

- **Do My Laundry** – www.domylaundry.ca
- **Door 2 Door Dry Cleaning** – www.door2doordrycleaning.ca
- **Laundry Concierge** - <https://laundry-concierge.com/>
- **We Do Laundry** - www.wedolaundry.ca

MEDICAL CARE

- For students covered by **guard.me** insurance, enroll in its [mobileDOCTOR](#) service to connect with an online doctor.
- Additional in-home, phone, or virtual primary care services: TorontoCentralhealthline.ca
- **Self Assessment Tool** (Government of Canada) – <https://ca.thrive.health/covid19/en>
- **Telehealth Ontario**: 1-866-797-0000
Call if you develop symptoms.
- **Toronto Public Health Hotline** (8:30am – 8pm): 416-338-7600 / PublicHealth@toronto.ca
Call if you have questions about COVID-19. Translation is available in multiple languages.
- **311 Toronto**: 311 or 416-392-2489 (if outside city limits) / 311@toronto.ca
Call if you have questions about City services.
- **Emergency Services**: 911
Call if you’re having difficulty breathing or experiencing other severe symptoms.

MEDICINE / MEDICAL SUPPLIES

Students should bring at least 14-days of any medication, and medical supplies (*such as masks*), that they will need during the quarantine period. Following are some additional resources, should you need them:

- [Rexall Direct](#) – Home Delivery Pharmacy
- [Shopper’s Drug Mart](#) – through Instacart.ca
- [PocketPills](#) – online pharmacy
- [Well.ca](#) – online pharmacy with same-day delivery
- [The Village Pharmacy](#)

TESTING

A number of dedicated **COVID-19 Assessment Centres** have been established across Toronto to facilitate assessment and testing. OHIP coverage is not required to be seen at a COVID-19 Assessment Centre. The assessment is provided at no cost to the individual.

Here is a link to Covid-19 testing information from the City of Toronto: <https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-19-have-symptoms-or-been-exposed/covid-19-assessment-centres/>

The centres closest to The Glenn Gould School are:

- **Shoppers Drug Mart (0.65 km away)**
360A Bloor Street West / Toronto, ON M5S 1X1
416-961-2121
* Appointment only * Call this location to make an appointment.
- **Women's College Hospital (0.90 km away)**
76 Grenville Street / Toronto, ON M5S 1B2
Pre-registration preferred. Visit [website](#) - Use the north-east entrance located on Grosvenor Street. There are two separate lineups specifically for COVID testing. One is for pre-registered testing and one is for walk-ins.
- **Mount Sinai Hospital (0.91 km away)**
600 University Avenue / Toronto, ON M5G 1X5
Walk-ins: 8 a.m. to 12 p.m. no appointment needed.
Scheduled appointments: 12 to 4 p.m. Please see information [Mount Sinai's website](#) for booking appointments.
Located on the ground floor in the Henneck Gallery, close to the Emergency Department.
- **Toronto Western Hospital**
UHN - Toronto Western Hospital (1.28 km away)
347 Bathurst Street / Toronto, ON M5T 2S7
By appointment only. For more information, visit <https://twfht.ca/covid19>
Located in the building on the north-east corner of Bathurst Street and Dundas Street.

Immediately following your quarantine, as well as at any point during quarantine (should you experience symptoms), the GGS will develop a transportation plan with students (as part of daily check-in) to ensure safe access to an assessment centre. This planning, including prearranged car service to and from the assessment centre, will follow the most up to date recommendations available from Toronto Public Health concerning testing of asymptomatic

Based on the results of this testing, the GGS will continue to provide all quarantine supports should you and/or your co-arriving family members require an extension of the quarantine period.

REPORTING SYMPTOMS OR REQUIRING MEDICAL CARE

Should you develop symptoms, require medical care, or other essential needs please reach out to Nicole Hulme (Registrar) at nicole.hulme@rcmusic.ca / (416) 408-2824 x 258.

If symptoms are reported, we will ensure that all associated institutional policies are being followed, including:

- Ensuring that you have also reported these symptoms to the appropriate authorities, including via the ArriveCAN (*Please note: local public health will be contacted in the event of a positive results, so symptoms should not be reported directly to them*)
- Maintaining ongoing daily check-ins.
- Connecting you with appropriate medical care for further assessment.
- Making and implementing all arrangements if an in-person medical assessment, if required.
- Assisting or arranging COVID-19 testing at a local COVID-19 assessment centre, as required.

Please note: A COVID-19 test result is required of all students at the end of their quarantine period, even if the student has received a negative result during their quarantine. In the event that a student is diagnosed with COVID-19 during their quarantine, they will follow public health direction regarding the duration of their isolation and a further negative test will not be required. This is because individuals have been reported to continue testing positive for weeks and months after they are no longer considered infectious.

OTHER STUDENT SUPPORTS

We understand that the current situation is difficult for you. Please do not hesitate to contact Whitney Mather (Student Services Manager) at whitney.mather@rcmusic.ca to inquire about the **financial and mental health supports** that you may need to successfully complete this quarantine process.

- **My SSP** (*mobile app from Keep.meSafe*) - direct access to counsellors and self-directed multilingual resources
iOS – [App Store](#) / Android – [GooglePlay Store](#)
- **GGs Mental Health Program** – counselors for available to securely meet on a remote basis.
mhawareness.connections@gmail.com

A member of the GGS Admin team will check in with you daily to ensure you have the resources/supports you need.

POST QUARANTINE

ADDITIONAL COSTS/FEES (*if applicable*)

If there have been any agreed upon costs or fees charged by the GGS to you, as a result of your quarantine planning, an invoice will be issued to you following your quarantine period. Similar to tuition fees, an installment plan may be set up to assist with repayment.

ONGOING COMMUNICATIONS

Throughout the Academic Year, updated COVID-19 information including any outbreaks will be included in the GGS's regularly scheduled e-bulletins. Outbreaks will also be reported by the Royal Conservatory via email and onsite signage.