

Preparedness Plan for International Students in the Context of the COVID-19 Pandemic

The plan presents the measures put in place at the Université de Sherbrooke to welcome students from abroad. It meets all of Canada's public-health requirements. Moreover, it complements the University's emergency protocol for dealing with the pandemic.

Before Arriving

The University corresponds with all international students—both those already registered and those new to the upcoming semester—to inform them of the steps to be taken if coming to Sherbrooke or returning home, as the case may be. The following information is always available on the University's website:

- A Quarantine Plan (Appendix A), developed by the University and taking into account all Government of Canada quarantine requirements (see Appendix A), to guide the student in preparing for quarantine
- Links to the [Government of Canada's quarantine requirements and helping tools](#), including the requirement to register to ArriveCAN for the information required for students to enter Canada and provide daily updates on their status during quarantine

In addition, a pre-arrival guide (Appendix C) provides students with options in Sherbrooke and Longueuil:

- Transportation, from the airport to the quarantine site, including the instructions to be followed during transportation
- Adequate quarantine housing that complies with public-health guidelines, both on and off campus
- Delivery of prepared meals or groceries
- Delivery of basic necessities (medicine, personal-hygiene products, etc.)

Students must also use the [declaration form](#) from the University to warn, prior to their arrival, that they are arriving from abroad and are quarantining themselves.

New requirements for travelers coming to Canada, effective November 21, 2020

[Use ArriveCan, online or through the app to provide mandatory travel information required for entry into Canada](#)

- Your quarantine plan and contact information, before your trip (a receipt will be provided through ArriveCAN to confirm the digitization of your information).
- Confirmation of your arrival at the quarantine site within the following 48 hours;
- Daily self-assessment of COVID-19 symptoms during the isolation period. Plan to have a thermometer with you to take your temperature and report on your health each day on ArriveCAN.

[More details about new mandatory requirements for travellers to Canada on IRCC website](#)

Please note that it is imperative to find out by yourself about entry requirements into Canada as they may change between now and the time of your departure, depending on the evolution of the health situation in Canada and / or at your departure point.

Housing Options: Quarantine Period

In response to pandemic-related needs, the University's housing department has set aside 118 single rooms in four residences dedicated solely for student quarantine. These rooms, available to all Sherbrooke students, meet all public-health quarantine requirements.

Instructions and measures have been put in place to protect everyone's health and limit the spread of the virus. Any quarantined person must comply with these instructions. Visitors are prohibited from entering these residences.

When the quarantine takes place in a University residence, the housing department will contact the student before his or her arrival.

Each resident must complete the "Les essentiels de ma vie en résidences" training (Université de Sherbrooke or Estudiantine, as the case may be) before his or her arrival. A section is devoted to the sociosanitary rules and measures in effect in the residences.

In addition, the housing department contacts students prior to their arrival asking them to buy the following:

- a thermometer
- a face covering
- cloths for disinfecting surfaces using the cleaning product provided by the residences once a month

These items may be provided to students upon arrival as required, at their expense.

Appendix C presents the quarantine rules for University residences.

When the quarantine takes place in off-campus housing, the University reminds people of the health measures to follow. A thermometer, face covering, and disinfecting cloths

can be provided, if required. The arrival protocol presented in the following section is used to monitor compliance with quarantine instructions.

In addition, a temporary room will be assigned to any person who is symptomatic, requires preventive isolation (arriving from outside of Canada), has had close contact with a positive person, or has received a positive diagnosis.

Upon Arrival

Once students arrive at the quarantine site, the University will match them with a mentor who will accompany them throughout the quarantine period. Mentors have the following tasks:

- Regularly remind their charges of the quarantine rules and ensure they comply with the instructions.
- Ensure their charges are able to feed themselves and obtain the basic necessities.
- Maintain regular contact with their charges to attenuate their feelings of isolation and impacts on mental health.
- Encourage their charges to make daily voluntary declarations with the ArriveCAN app and the University's declaration form if symptoms appear.

If they have not already done so, students must complete the declaration form in order to avoid being placed in isolation for 14 days.

Mentors must stay in daily contact with their charges during the quarantine period. They must see to the general well-being of students, remind them of the importance of screening for symptoms, and guide them to appropriate resources. Indeed, upon arrival and for the duration of their education, international students have access to orientation and psychological-support services, financial-aid funds, and a sponsorship service to accompany them in their social integration.

An emergency assistance fund is available to enable students to obtain the necessary resources to feed themselves and to obtain items needed to fight against COVID-19 infection.

Students can also be loaded telephones to maintain contact at any time.

Measures are in place to ensure quarantine compliance for students taking online courses during their quarantine without them being academically penalized.

Screening

The University has implemented the following screening measures:

- The University has set up a screening centre for COVID-19 on its main campus. This service is available to all students and staff on campus. The University's screening centre is open every day of the week and is available by appointment. A complementary screening service is available in the evenings and on weekends in the region's screening centres managed by the CIUSSS de l'Estrie – CHUS. Students opting for this screening alternative must wear a mask or face covering to take public transit and comply with the other health rules in place.

- The University's website has a detailed section on COVID-19 symptoms, the screening criteria, and screening centre functioning.

Upon Arrival in Canada

- When international students reach day 12 of their quarantine, international students have to book their own appointment for screening test. From now until December 22, 2020, and starting January 5, 2021, call 819-821-7667, option 9, between 8:00 a.m. and 12:00 p.m. and 1:30 p.m. and 4:00 p.m., from Monday to Friday. Make sure to have university registration number on hand. (If students plan to arrive between December 23, 2020 and January 4, 2021, the University will let know how to proceed shortly).
- A follow-up of all international students is conducted to validate that each student has been screened.

End of the Quarantine

While the quarantine is 14 days in length, it cannot be ended until the student tests negative for COVID-19. Students must remain under quarantine until the results come back, even if that takes more than the 14 days of quarantine.

Mentors stay in touch with the students and ensure their smooth integration into their academic activities and social life.

During the Semester

Students who develop COVID-19 symptoms during the semester must do the following:

- Report the symptoms to the University via an electronic form and then obtain specific isolation instructions.
- Be isolated in one of the single rooms provided in University residences or in their off-campus housing if the latter meets the requirements issued by Public Health.
- Make an appointment at the screening centre to get tested.

Public Health will make recommendations to students based on the results of their screening tests.

In case of close contact with a positive case or as recommended by Public Health, students must also be tested and then follow Public Health recommendations.

Appendix A

Mandatory Quarantine Instructions for Persons Entering Canada

All persons entering Canada must have a written plan for placing themselves in quarantine for 14 days, failing which, they may be returned to their country of origin. This requirement remains in effect until at least October 31 and may be extended beyond that date.

A sample quarantine/isolation plan is provided as a courtesy at the end of the instructions. Please note that you may still be refused entry into Canada due to the discretionary power of the Canada Border Services Officer. Don't forget to personalize this plan and print it out so you have it on hand when you need it.

During Your Quarantine

- You must wear a face covering when you arrive in Canada and when you travel.
- You should not take public transit from the airport to your quarantine location, and you should not stop anywhere en route.
- You must find housing for the duration of your quarantine before you travel to Canada. The rental period should be longer than the 14-day quarantine period. If you develop symptoms during the quarantine period, you will need to extend your quarantine for an additional 14 days from the date of onset of symptoms.
- You must stay at the same location as where you are spending your quarantine.
- You must not go to the University or any other public place.
- You cannot go shopping (e.g., shops or grocery stores).
- You must arrange for someone to equip your quarantine site with essential items (such as food, medicine, household products, personal hygiene items, furniture, etc.), as you will not be able to go shopping when you arrive. See the attached list for ideas about businesses that deliver food and pharmaceuticals and for catering services.
- You must not receive visitors.
- You must practise hygienic behaviour: (a) cover your mouth and nose when you cough or sneeze; (b) wash your hands regularly; and (c) do not share your personal belongings.
- You should monitor your health for symptoms of COVID-19. If symptoms appear, you should isolate yourself and immediately call Public Health (1-877-644-4545) and follow their instructions.

For more details on travel instructions and mandatory quarantine conditions:

- Government of Canada
[Coronavirus disease \(COVID-19\): Travel restrictions, exemptions and advice](#)
- Gouvernement du Québec
[Instructions for travellers during the COVID-19 pandemic](#)

14-Day Quarantine / Isolation Plan for Mr. or Ms. X

Transportation

When I arrive at (Canadian port of entry, e.g., X Airport) in the city of X, I plan to use the following private transportation to get to the transit point (city and specific location with address) or to the place where I will spend my quarantine (city and specific location with address):

Transport X, from Canadian port of entry X to X to (city and specific location with address). Planned health measures: Glass or Plexiglas separator between me and the driver, hand washing and disinfection, wearing a mask, etc. Provide proof of transportation reservation/payment.

Transport X, from Canadian port of entry X to X to (city and specific location with address). Planned health measures: Glass or Plexiglas separator between me and the driver, hand washing and disinfection, wearing a mask, etc. Provide proof of transportation reservation/payment.

Transport X, from Canadian port of entry X to X to (city and specific location with address). Planned health measures: Glass or Plexiglas separator between me and the driver, hand washing and disinfection, wearing a mask, etc. Provide proof of transportation reservation/payment.

I will make no stops anywhere on my way to my quarantine location, and I will wear a mask or face covering all the way there.

Housing

The place where I will spend the 14 days of my quarantine—and more, if necessary—without the presence of vulnerable people (65 years of age or older or persons with underlying health problems) is as follows.

Exact Address of the Location

State whether you will be living alone or with others. If you think you will have to share the place with other people, explain the configuration of the rooms as well as the sanitary measures foreseen when using common spaces (e.g., bathrooms, kitchen, and living room). *Provide written proof of your roommates' consent if you plan to spend your quarantine in the same place as them. Provide proof of reservation/payment for the place where you will spend your quarantine.*

I also commit to complying with the following:

- Avoid being in a room at the quarantine site with anyone else, to the degree possible.
- Eat and sleep alone in a room at the quarantine site.
- Avoid contact with other people at the quarantine site, to the degree possible. If this is not possible, maintain a distance of at least 2 m between myself and others. Cover my nose and mouth if I have to get within 2 m of anyone.
- Air out the quarantine site and my room often by opening a window (weather permitting).

Food and Hygiene Care

During my quarantine period, I plan to feed myself as described below.

Online shopping at X supermarket and delivery to the door.

Catering service provided by my quarantine site with delivery to the door.

A kitchen with restricted use subject to the following health measures:

Food dropped off at the door by family and friends. Provide a list of businesses or friends/family, with their addresses and a means to contact them, who will help you get food.

Health or Emergency Care

If I experience illness or symptoms of COVID-19, I will call the local health authorities at 1-877-644-4545.

I will go to a screening centre, medical clinic, or hospital and comply with health measures of wearing a mask or face covering. Upon arrival, I will inform the staff that I have travelled abroad.

Financial Resources

I have a credit card and Canadian currency that will allow me to cover the costs of transportation, lodging, food, and health or emergency care, if necessary, to comply with the health measures in effect upon arrival, during my period of quarantine, and during my stay in Canada.

Declaration

I agree to stay in the location where I will spend my quarantine, without going out to public places or having visitors. I will comply with hygiene measures, as recommended by the Santé publique du Québec (provincial public health department). If I start having COVID-19 symptoms, I will isolate myself and immediately call Public Health (1-877-644-4545) and follow the instructions.

Signature

Name

Date of birth

Passport number

Appendix B

Useful Services during Your Quarantine in Sherbrooke

A credit card is required to shop online. Purchases in Quebec are subject to taxes amounting to 15% of the indicated price. On the other hand, many consumer items are not taxable.

Transportation

Montréal airport to Sherbrooke. Travel time about two hours.

Alternatives

Health measures as prescribed by provincial and federal authorities apply to all such conveyances.

1. Travel in a private vehicle with a friend or acquaintance
2. [Aeroshuttle Service](#): about 120\$, reservation required
3. Shuttle (private driver) with Jean-Pierre Rousseau: about \$175.
Reservation required at least 24 hours in advance at [.jaypeerouss@hotmail.com](mailto:jaypeerouss@hotmail.com)
4. [Car rental](#): about \$200
5. [Taxi from Montréal airport to Sherbrooke](#): about \$300

Housing

Université de Sherbrooke Residences

Furnished single room with a refrigerator. Shared bathroom and kitchen.

Reservation and information about terms and conditions before your departure at:

Residences@USherbrooke.ca

Application of the protocol for compliance with health rules in effect, as presented in Appendix C.

Other Private Housing Services

<https://www.destinationsherbrooke.com/en/visitors/where-to-sleep#>

Food

Université de Sherbrooke Food Services (Café CAUS)

Two on-campus options:

1. Cooking at the residence in a communal kitchen by having your products delivered directly to your room. See supermarkets with delivery below.
2. Use **Université de Sherbrooke (Café CAUS)** food services with delivery of prepared meals to your room for approximately \$500 for the entire quarantine period (\$35/day).

Food and Hygiene Care

Supermarkets That Deliver

Provigo: <https://www.provigo.ca/>

IGA: <https://iga.ca>

Restaurants That Deliver

<https://www.destinationsherbrooke.com/en/industry-support/tourist-establishments-of-sherbrooke>

Ready-To-Cook

Good Food: <http://www.makegoodfood.ca>

COOK IT: <https://www.chefcookit.com/en>

Ready-To-Eat

Le Lunch Box: <https://en.lunchbox.ca/>

WeCook: <https://www.wecookmeals.ca/en>

Pharmacies That Deliver

Uniprix: <https://www.uniprix.com/en>

Jean Coutu: <https://www.jeancoutu.com/en/>

Useful Services during Your Quarantine in Longueuil

A credit card is required to shop online. Purchases in Quebec are subject to taxes amounting to 15% of the indicated price. On the other hand, many consumer items are not taxable.

Transportation

Taxis are available from the Montreal airport to Longueuil. The trip should take about one hour, depending on your arrival time in Canada.

[Taxi Aéroport YUL Airport Taxi](#)

Housing

Sandman Longueuil hotel (45% discount for stays of 7 days or more)

<https://www.sandmanhotels.com/locations/quebec/montreal-longueuil/hotels>

Le Dauphin hotel

<https://www.hotelsdauphin.ca/en/hotels/montreal-longueuil>

Food and Hygiene Care

Supermarkets That Deliver

Metro Plus: <https://www.metro.ca/en/find-a-grocery/126>

IGA: https://www.iga.net/en/find_a_store/store/0360-iga-extra-place-longueuil

Provigo: <https://www.provigo.ca/>

Restaurants That Deliver

Asiana: <https://restaurantasiana.com>

Pizza Pizza: <https://www.pizzapizza.ca>

Le Mantra: <https://restaurantmantra.ca>

Le pâtisseries Benny: <https://rotisseriesbenny.com/en/>

St-Hubert: <https://www.st-hubert.com/en.html>

Nouilles Orientales: http://www.nouillesorientales.com/index_en.html

La Villa: <http://restaurantlavilla.ca/en>

Miss Bella: <http://missbella.ca>

Basha: <http://www.bashalongueuil.ca/en/home>

Ready-To-Cook

Good Food: <http://www.makegoodfood.ca>

COOK IT: <https://www.chefcookit.com/en>

HelloFresh: <http://www.hellofresh.ca>

Ready-To-Eat

Le Lunch Box: <https://en.lelunchbox.ca/>

WeCook: <https://www.wecookmeals.ca/en>

Fit Menu: <https://fitmenu.biz>

Pharmacies That Deliver

Brunet: <https://www.brunet.ca/en/>

Jean Coutu: <https://www.jeancoutu.com/en/>

Uniprix: <https://www.uniprix.com/en>

Appendix C

Quarantine Rules for Residences

- A face covering must be worn at all times as soon as you leave your room, such as in hallways, kitchens, and bathrooms.
- You will be assigned a bathroom.
- Use of the common kitchen is limited to a maximum of 1 person at a time with a maximum of 30 minutes allowed for meal preparation. No meals can be taken in the kitchen.
- You must clean the surfaces that you touch outside your room.
- Disinfect surfaces with the cleaning product provided.
- There are four food options:
 - Prepare your meals in the residence's common kitchen.
 - Order groceries online and have them delivered to the residence's office; a staff member will deliver them to you safely.
 - Use a catering service (approx. \$500) for the duration of your confinement.
 - Combine the two options above with having restaurant takeout from time to time with your order being delivered to the residence's office. A staff member will deliver the items to you safely.
 - Ask a friend to bring groceries (or other items) to the residence's office.
- Bring your own bedding or get a set of bedding either with (\$70\$) or without a hygiene kit (\$50) through the residence's office.