

**FEBRUARY 8, 2021**

**WATERLOO REGION DISTRICT SCHOOL BOARD**

**NOTICE AND AGENDA**

A Committee of the Whole meeting of the Waterloo Region District School Board will be held via video conference, on **Monday, February 8, 2021, at 7:00 p.m.**

**AGENDA**

**Call to Order**

**O Canada**

**Approval of Agenda**

**Declarations of Pecuniary Interest**

**Celebrating Board Activities/Announcements**

**Delegations**

**Policy and Governance**

01	Board Policy 2005 - Parent/Caregiver/Guardian Support	L. Read
03	Board Policy 3001 - Travel, Meals, Hospitality – Trustees	M. Gerard
07	Board Policy 4008 - Segregation of Duties and Cheque Signing Authority	M. Gerard
15	Board Policy 3008 - Use of Board Resources During the Election Campaign	Chairperson

**Reports**

19	Student Transportation Services of Waterloo Region (STSWR) Annual Report	M. Gerard / B. Bourgault
36	International Student Readiness Plan	M. Gerard
107	Student Developed Reporting Application	B. Lemon
110	Anonymous Reporting Tool (ART) Update	B. Lemon

**Board Reports**

OPSBA Board of Directors' Update	Trustee L. Tremble
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**Question Period** (*10 minutes*)

**Future Agenda Items** (*Notices of Motion to be referred to Agenda Development Committee*)

**Adjournment**

Questions relating to this agenda should be directed to  
Stephanie Reidel, Manager of Corporate Services  
519-570-0003, ext. 4336, or [Stephanie\\_Reidel@wrdsb.ca](mailto:Stephanie_Reidel@wrdsb.ca)



Waterloo Region  
District School Board

## Board Policy 2005

# PARENT/GUARDIAN OR CAREGIVER SUPPORT

Legal References:	<i>Education Act</i>
Related References:	<a href="#"><i>Board Policy G100 – Governance Policy – Foundations</i></a> <a href="#"><i>Bylaws - Board of Trustees Waterloo Region District School Board</i></a> <a href="#"><i>Administrative Procedure 1410 – Parent, Guardian or Caregiver Support</i></a> <a href="#"><i>Standards of Behaviour for the School Community (JHSC, 2014)</i></a>
Effective Date:	<i>September 25, 2006</i>
Revisions:	<i>March 6, 2017, May 14, 2018, <b>February 8, 2021</b></i>
Reviewed:	

### 1. Family Communication with Schools

The Waterloo Region District School Board (WRDSB) recognizes that from time to time, parents/guardians or caregivers (hereafter referred to as “parents”) of students may need the support of a third party individual during a meeting with WRDSB staff to address and advocate for their child’s interests and needs. Parents have the right to have a representative of their choosing in attendance at meetings with WRDSB staff, subject to this policy and the provisions established in the related procedures. ***Principals, staff, and parents will be notified in advance of a meeting as to who is anticipated to be in attendance. In the event parents wish to have legal representation at the meeting, staff will be notified at least 72 hours in advance so the WRDSB staff can also arrange for legal representation if so required.*** [Administrative Procedure 1410 - Parent Support](#), contains steps to guide parents if they have a concern about a school matter. All participants are expected to treat one another with dignity and respect at all times, especially when there is a disagreement.

- 1.2 Parents may contact trustees at any time. Trustees will facilitate the communication process between the parent and the appropriate WRDSB staff member. Trustees shall direct the parent to Administrative Procedure 1410 and these steps should be followed in resolving any concerns. Trustees are not to act as a representative of the parent or student at a meeting between parents and WRDSB staff.



## PARENT/GUARDIAN OR CAREGIVER SUPPORT

Legal References: *Education Act*

Related References: *Board Policy G100 – Governance Policy – Foundations*  
*Board Policy G200 – Governance Policy - Roles and Responsibilities*  
*Administrative Procedure 1410 – Parent Support*  
*Standards of Behaviour for the School Community (JHSC, 2014)*

Effective Date: *September 25, 2006*

Revisions: *March 6, 2017, May 14, 2018*

Reviewed:

### 1. Family Communication with Schools

- 1.1 The Waterloo Region District School Board recognizes that, from time to time, parents/guardians or caregivers (hereafter referred to as “parents”) of students may need support in order that they can adequately address their child’s interests. This support may be necessary while parents are attending meetings with staff employed by the Waterloo Region District School Board (WRDSB) at schools, in community spaces, or at the Education Centre. Parents have the right to have a representative of their choosing in attendance at meetings with staff, subject to this policy and the provisions established in the related procedures. Administrative Procedure 1410 - Parent Support, contains steps to guide parents if they have a concern about a school matter. All participants are expected to treat one another with dignity and respect at all times, especially when there is a disagreement.
- 1.2 Parents may contact trustees at any time. Trustees will facilitate the communication process between the parent and the appropriate staff member. Trustees shall direct the parent to Administrative Procedure 1410 which should be followed in resolving any concerns, or to the appropriate person or applicable step in the process (dependent upon the steps the parent has already undertaken to resolve the concerns at the time the trustee is contacted). Trustees are not to act as a representative of the parent/caregiver or guardian at a meeting between parents and staff.



## TRAVEL, MEALS AND HOSPITALITY EXPENDITURES – TRUSTEES

Legal References:	<i>Education Act, Section 171(1)17: Powers of Boards - Membership Fees and Travelling Expenses</i> <i>Education Act, Section 191(2): Travel Expenses</i> <i><a href="#">Broader Public Sector Expenses Directive (Effective January 1, 2020)</a></i> <i><a href="#">Ministry Memo 2006:B15 – School Board Expenditure Guidelines</a></i> <i><a href="#">Ministry Memo 2009:B8 – Trustee Expense Guideline</a></i>
Related References:	<i>Administrative Procedure 4380 – Travel, Meals and Hospitality Expenses</i> <i>FS-17-AS5 – Request for Reimbursement of Expenses</i>
Effective Date:	March 2007
Revisions:	January 2015, June 18, 2018, <b>February, 2021</b>
Reviewed:	March 20, 2017, <b>February, 2021</b>

### 1. Preamble

- 1.1 The policy that follows outlines the roles and responsibilities of members of the Waterloo Region District School Board (Board) where a trustee is to be reimbursed for purchases they have made on behalf of the Board for travel, meals, hospitality, out-of-pocket expenses or professional development.
- 1.2 The Education Act ~~deems one third of the annual honorarium paid to trustees to cover a trustee's out of pocket expenses. In addition, the Act also provides for a Board to reimburse trustees for expenses incurred while on Board business.~~

### 2. Travel, Meals and Hospitality Expenditures

- 2.1 It is the policy of the Board to ~~pay or~~ reimburse trustees for out-of-pocket expenses incurred while on board business, in accordance with as outlined in the [Administrative Procedure 4380 – Travel, Meals and Hospitality Expenditures](#).
- 2.2 ~~The Board will reimburse trustees for travel, meals, accommodation expenses, other business expenses, hospitality expenditures and professional development fees incurred in carrying out their responsibilities while representing the interest of students, the community or the Board. Expenses related to political activities or events are not reimbursed.~~
- 2.3 All expenses to be reimbursed must be reasonable and relevant to the business activity of the Board. The expenditures must be reasonable and transparent, with appropriate accountability and relate to the goals and objectives of the Board's Strategic Plan. Requests for employee time or other board resources, which are for trustee personal use, are not permitted.
- 2.4 For an expense to be paid or reimbursed it must have the appropriate authorizations and approvals as set out in [Administrative Procedure 4380 – Travel, Meals and Hospitality Expenditures](#).
- 2.5 The Board assumes no obligation to reimburse expenses that do not comply with this policy.
- 2.6 A detailed breakdown of trustee expenses and any required explanation must be posted quarterly on the Board website.



- 2.7 It is the policy of the Board to include the total amount reimbursed to trustees in a public report published annually in November for the previous budget year.

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## TRAVEL, MEALS AND HOSPITALITY EXPENDITURES – TRUSTEES

Legal References:	<i>Education Act, Section 171(1)17: Powers of Boards - Membership Fees and Travelling Expenses</i> <i>Education Act, Section 191(2): Travel Expenses</i> <i>Broader Public Sector Expenses Directive (Effective April 1, 2011)</i> <i>Ministry Memo 2006:B15 – School Board Expenditure Guidelines</i> <i>Ministry Memo 2009:B8 – Trustee Expense Guideline</i>
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- 1.2 The Education Act deems one-third of the annual honorarium paid to trustees to cover a trustee's out-of-pocket expenses. In addition, the Act also provides for a Board to reimburse trustees for expenses.

### 2. Travel, Meals and Hospitality Expenditures

- 2.1 It is the policy of the Board to pay or reimburse trustees for out-of-pocket expenses incurred while on board business as outlined in the Administrative Procedure 4380 – Travel, Meals and Hospitality Expenditures.
- 2.2 The Board will reimburse trustees for travel, meals, accommodation expenses, other business expenses, hospitality expenditures and professional development fees incurred in carrying out their responsibilities while representing the interest of students, the community or the Board. Expenses related to political activities or events are not reimbursed.
- 2.3 All expenses to be reimbursed must be reasonable and relevant to the business activity of the Board. The expenditures must be reasonable and transparent, with appropriate accountability and relate to the goals and objectives of the Board's Strategic Plan. Requests for employee time or other board resources, which are for trustee personal use, are not permitted.
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- 2.5 The Board assumes no obligation to reimburse expenses that do not comply with this policy.

- 2.6 A detailed breakdown of trustee expenses and any required explanation must be posted quarterly on the Board website.
- 2.7 It is the policy of the Board to include the total amount reimbursed to trustees in a public report published annually in November for the previous budget year.



## SEGREGATION OF DUTIES AND SIGNING AUTHORITY

Legal References:	<i>Broader Public Sector Accountability Act (2010)</i>
Related References:	<i>Broader Public Sector (BPS) Procurement Directive, Ministry of Finance</i> <i>Board Policy 4005 - Procurement</i> <i>Board Policy 4018 - Fraud Management</i> <i>Administrative Procedure 4360 - Principles of Business Conduct For Board Employees</i> <i>Administrative Procedure 4315 - Fraud Management</i> <i>Administrative Procedure 4380 - Travel, Meals and Hospitality Expenditures</i> <i>Administrative Procedure 4400 - One-Over-One Approvals</i> <i>Administrative Procedure 4570 - Procurement</i>
Effective Date:	<i>November 29, 2010</i>
Revisions:	<i>February 12, 2018, January 21, 2021</i>
Reviewed:	

### 1.0 Preamble

- 1.1 Segregation of duties and the delegation of authority are essential controls within the procure-to-pay process. Together, they ensure process integrity by reducing exposure to inappropriate, unauthorized or unlawful expenditures.

### 2.0 Segregation of Duties

- 2.1 Segregation of duties prevents any one person from controlling the entire **procure-to-pay** process by segregating approvals for the key stages of the ~~supply chain~~ process.
- 2.2 The Waterloo Region District School Board (WRDSB) will segregate a minimum of three (3) of the following five (5) functions:

Function	Responsibility	Accountable Party
<b>Requisitioning</b>	Authorize procurement services to place an order	Requisitioner
<b>Requisition Approval</b>	Authorize that funding is available to cover the cost of the requested order, and that the requested items/services are required	Budget Holder
<b>Purchase Order</b>	Authorize release of the order to the vendor under agreed terms	Procurement Services
<b>Receiving</b>	Authorize that the order was physically received, correct and complete	Individual Receiving The Goods/Services
<b>Payment</b>	Authorize release of payment to the vendor	Accounts Payable

### 3.0 Approval Authority Schedule (AAS)

The following ~~tables~~<sup>charts</sup> identify the approvals required for various levels of operating and capital Procurement activities. These authority levels shall be adhered to by all ~~WRDSB~~ personnel.

All amounts noted are exclusive of tax.

### 3.1 Contract Signing Authority

All contracts, letters of intent or agreements shall be reviewed and signed by authorized signatories of the WRDSB only. These roles include the Director of Education, the Coordinating Superintendent, Business Services & Treasurer of the Board, or the Manager, of Procurement Services.

In circumstances where a contract is required for a **one-time event**, such as reserving a banquet hall for graduation, or booking a guest speaker, an exception exists whereby the Superintendent, Principal or Manager may sign the contract; to a maximum of \$10,000. No other staff may commit to any contractual agreement, ~~and therefore cannot bind the WRDSB.~~

### 3.2 Requisition Approval Authority Schedule

Total Purchase Amount	Delegated Authority level
Less than or equal to \$50,000	Principal/Manager <del>(Online requisition processing may be delegated to Administrative staff)</del>
Less than \$100,000	Associate Director, Coordinating Superintendent HRS, Superintendents, Controllers, Senior Managers
Greater than or equal to \$100,000	Coordinating Superintendent, Business Services & Treasurer of the Board, or Director of Education
<b>EXCEPTIONS:</b>	
Less than or equal to \$1,000,000 Computer Hardware & Software	Superintendent, Student Achievement & Well-Being (with IT portfolio)
Less than <del>or equal to</del> \$1,000,000 Facilities Maintenance & Construction Projects	Manager of Capital Projects
Greater than <del>or equal to</del> \$1,000,000 Facilities Maintenance & Construction Projects	Controller, Facility Services

Note: The exceptions identified in 3.2 exist to ensure consistency with established WRDSB technology and building standards, as well as compliance with all existing contracts. The exceptions listed relate to requisition approval only.

### 3.3 Commitment Approval Authority Schedule

Total Purchase Amount	Delegated Authority level
Less than or equal to \$3,000	Principal/Manager (May include purchases, Request for Cheque or Procurement Cards)
Greater than \$3,000 and less than or equal to \$50,000	Procurement Specialist, Junior Buyer, Project Coordinator
Greater than \$50,000 and less than or equal to \$100,000	Senior Procurement Specialist
Greater than \$100,000 and less than <del>or equal to</del> \$1,000,000	Manager of Procurement Services
Greater than <del>or equal to</del> \$1,000,000	Two approvals required: Manager of Procurement Services and/or Controller, Financial Services and/or Coordinating Superintendent, Business Services & Treasurer of the Board

### 3.4 Receipt Approval Authority Schedule

Total Purchase Amount	Delegated Authority level
Less than \$10,000	The WRDSB utilizes "positive receiving" for smaller value purchase orders. The Requisitioner/Budget Holder is accountable for ensuring all items ordered and charged to their budget have been received in good order. Any exceptions <del>shall</del> <del>could</del> be immediately reported to <del>finance-ap@wrdsb.ca</del> the Accounts Payable department.
Greater than or equal to \$10,000	Principal/Manager
<b>EXCEPTIONS:</b>	
Less than <del>or equal to</del> \$100,000 for Construction Projects	Facility Services Project Coordinators
Greater than <del>or equal to</del> \$100,000 and less than <del>or equal to</del> \$1,000,000 Facilities Maintenance & Construction Projects	Manager of Capital Projects
Greater than <del>or equal to</del> \$1,000,000 Facilities Maintenance & Construction Projects	Controller, Facility Services

### 3.5 Payment Approval Authority Schedule

Total Purchase Amount	Delegated Authority level
<b>PAYMENTS WITH MATCHING PURCHASE ORDER</b>	
Less than or equal to <del>\$10,000</del> <del>5,000</del>	Accounts Payable Clerk
Greater than <del>\$105,000</del> <del>25,000</del> and less than or equal to <del>\$50,000</del> <del>25,000</del>	Accounting Officer
Greater than <del>\$25,000</del> <del>50,000</del> and less than or equal to <del>\$100,000</del> <del>50,000</del>	Manager of Accounting Services
Greater than <del>or equal to \$50</del> <del>100,000</del>	Controller, Financial Services
<b>PAYMENTS WITH NO PURCHASE ORDER</b>	
<b>Invoice Must Include Requisition Level Approval Signature</b>	
Less than or equal to \$3,000	Accounts Payable Clerk
Greater than \$3,000 and less than or equal to <del>\$5,000</del> <del>10,000</del>	Accounting Officer
Greater than <del>\$5,000</del> <del>10,000</del> and less than <del>\$25,000</del> <del>50,000</del>	Manager of Accounting Services
Greater than <del>or equal to \$25</del> <del>50,000</del>	Controller, Financial Services
<b>EXPENSE REIMBURSEMENTS</b>	
Less than <del>or equal to</del> <del>\$1,000</del>	Associate Director, Coordinating Superintendent HRS, Superintendents, Controller, Principal, Vice-Principal, Manager, and Supervisor
Greater than <del>or equal to</del> <del>\$1,000</del> and less than <del>or equal to</del> <del>\$3,000</del>	Coordinating Superintendent, Business Services & Treasurer of the Board
Greater than <del>or equal to</del> <del>\$3,000</del>	Director of Education

Note: All Capital Payments require additional approval by the Budget Officer responsible prior to payment.

### 4.0 Monthly Report to Chairperson of the Board

On a monthly basis, the Coordinating Superintendent, Business Services & Treasurer of the Board will prepare and submit a report to the Chairperson of the Board listing all ~~issued payments~~ ~~disbursements~~ over \$50,000.



## SEGREGATION OF DUTIES AND SIGNING AUTHORITY

Legal References: *Public Sector Accountability Act (2010)*

Related References: *Broader Public Sector (BPS) Procurement Directive, Ministry of Finance*  
*Board Policy 4005 - Procurement*  
*Board Policy 4018 - Fraud Management*  
*Administrative Procedure 4360 - Principles of Business Conduct*  
*For Board Employees*  
*Administrative Procedure 4315 - Fraud Management*  
*Administrative Procedure 4380 - Travel, Meals and Hospitality Expenditures*  
*Administrative Procedure 4400 - One-Over-One Approvals*  
*Administrative Procedure 4570 - Procurement*

Effective Date: *November 29, 2010*

Revisions: *February 12, 2018, March 9, 2020*

Reviewed:

### 1. Preamble

- 1.1 Segregation of duties and the delegation of authority are essential controls within the procure-to-pay process. Together, they ensure process integrity by reducing exposure to inappropriate, unauthorized or unlawful expenditures.

### 2. Segregation of Duties

- 2.1 Segregation of duties prevents any one person from controlling the entire procurement process by segregating approvals for the key stages of the supply chain process.
- 2.2 The Waterloo Region District School Board (WRDSB) will segregate a minimum of three (3) of the following five procurement roles below:

Function	Responsibility	Accountable Party
<b>Requisitioning</b>	Authorize procurement services to place an order	Requisitioner
<b>Requisition Approval</b>	Authorize that funding is available to cover the cost of the requested order, and that the requested items/services are required	Budget Holder
<b>Purchase Order</b>	Authorize release of the order to the vendor under agreed terms	Procurement Services
<b>Receiving</b>	Authorize that the order was physically received, correct and complete	Individual Receiving The Goods/Services
<b>Payment</b>	Authorize release of payment to the vendor	Accounts Payable



### 3. Approvals Authority Schedule (AAS)

The following charts identify the approvals required for various levels of operating and capital procurement activities. These authority levels shall be adhered to by all WRDSB personnel.

Approvals for all procurement expenditures must be based on the total estimated value, inclusive of taxes and any agreed upon renewals.

#### 3.1 Contract Signing Authority

All contracts, letters of intent or agreements shall be reviewed and signed by authorized signatories of the WRDSB only. These include the Director of Education, the Coordinating Superintendent, Business Services & Treasurer of the Board, or the Manager of Procurement Services.

In circumstances where a contract is required for a **one-time event**, such as reserving a banquet hall for graduation, or to book a guest speaker, an exception exists whereby the Superintendent, Principal or Manager may sign the contract; to a maximum of \$10,000. No other staff shall commit to any contractual agreement, and cannot bind the WRDSB.

#### 3.2 Electronic Requisition Approval Authority Schedule

Total Purchase Amount	Delegated Authority level
Less than or equal to \$50,000	Principal/Manager (Online requisition processing may be delegated to Administrative staff)
Less than \$100,000	Associate Director, Coordinating Superintendent, Human Resource Services, Superintendents, Controllers, Senior Managers
Greater than or equal to \$100,000	Coordinating Superintendent, Business Services & Treasurer of the Board, or Director of Education
<b>EXCEPTIONS:</b>	
Less than or equal to \$1,000,000 Computer Hardware & Software	Superintendent, Student Achievement & Well-Being (with IT portfolio)
Less than \$1,000,000 Facilities Maintenance & Construction Projects	Manager of Capital Projects
Greater than or equal to \$1,000,000 Facilities Maintenance & Construction Projects	Controller, Facility Services

Note: The exceptions identified in 3.2 exist to ensure consistency with established WRDSB technology and building standards, as well as compliance with any existing contracts. The exceptions listed relate to requisition approval only.

### 3.3 Commitment Approval Authority Schedule

Total Purchase Amount	Delegated Authority level
Less than or equal to \$3,000	Principal/Manager (May include purchases Request for Cheque or Procurement Cards)
Greater than \$3,000 and less than or equal to \$50,000	Procurement Specialist, Junior Buyer, Project Coordinator
Greater than \$50,000 and less than or equal to \$100,000	Senior Procurement Specialist
Greater than \$100,000 and less than \$1,000,000	Manager of Procurement Services
Greater than or equal to \$1,000,000	Two approvals required: Manager of Procurement and/or Controller, Financial Services and/or Coordinating Superintendent, Business Services & Treasurer of the Board

### 3.4 Receipt Approval Authority Schedule

Total Purchase Amount	Delegated Authority level
Less than \$10,000	The WRDSB utilizes "positive receiving" for smaller value purchase orders. The Requisitioner/Budget Holder is accountable for ensuring all items ordered and charged to their budget have been received in good order. Any exceptions should be immediately reported to the Accounts Payable department.
Greater than or equal to \$10,000	Principal/Manager
<b>EXCEPTIONS:</b>	
Less than \$10,000 Construction Project	Facility Services Project Coordinators
Greater than or equal to \$10,000 and less than \$1,000,000 Facilities Maintenance & Construction Projects	Manager of Capital Projects
Greater than or equal to \$1,000,000 Facilities Maintenance & Construction Projects	Controller, Facility Services

### 3.5 Payment Approval Authority Schedule

Total Purchase Amount	Delegated Authority level
<b>PAYMENTS WITH MATCHING PURCHASE ORDER</b>	
Less than or equal to \$5,000	Accounts Payable Clerk
Greater than \$5,000 and less than or equal to \$25,000	Accounting Officer
Greater than \$25,000 and less than \$50,000	Manager of Accounting Services
Greater than or equal to \$50,000	Controller, Financial Services
<b>PAYMENTS WITH NO PURCHASE ORDER</b> <b>Invoice Must Include Requisition Level Approval Signature</b>	
Less than or equal to \$1,000	Accounts Payable Clerk
Greater than \$1,000 and less than or equal to \$5,000	Accounting Officer
Greater than \$5,000 and less than \$25,000	Manager of Accounting Services
Greater than or equal to \$25,000	Controller, Financial Services
<b>EXPENSE REIMBURSEMENTS</b>	
Less than \$1,000	Associate Director, Coordinating Superintendent HRS, Superintendents, Controller, Principal, Vice-Principal, Manager, and Supervisor
Greater than or equal to \$1,000 and less than \$3,000	Coordinating Superintendent, Business Services & Treasurer of the Board
Greater than or equal to \$3,000	Director of Education

Note: All Capital Payments require additional approval by the Budget Officer responsible prior to payment.

### 3.6 Monthly Report to Chairperson of the Board

On a monthly basis, the **Coordinating** Superintendent, Business Services & Treasurer of the Board will prepare and submit a report to the Chairperson of the Board listing all issued payments over \$50,000.



## USE OF SCHOOL BOARD RESOURCES DURING THE ELECTION CAMPAIGN

Legal References: [Municipal Elections Act](#)  
[Education Act](#)

Related References: [Board Policy G100 – Governance Policy - Foundations](#)  
[Board Policy G201 – Trustee Code of Conduct](#)  
[Board Policy 2009 – Board Advocacy](#)  
[Board Policy 3010 – Political Candidate Visits During Federal Provincial & Municipal Elections](#)

Effective Date: April 30, 2018

Revisions: May 25, 2018, **February 8, 2021**

Reviewed:

### 1. Objective

- 1.1 To establish instructions for the use of school board resources by trustees and candidates during the Municipal and School Board Election campaign period. Nothing in this policy prevents current elected trustees from performing their role and duties during their term of office. It also provides guidelines for activities involving trustees and candidates during the campaign.

### 2. Background Information

- 2.1 Trustees play an important role as they are the only publicly elected official with the direct responsibility for the education of our children. The Waterloo Region District School Board (WRDSB) actively promotes and supports the role of the local democratically elected trustee.
- 2.2 Municipal and School Board Elections are held every four years and the Municipal Elections Act is reviewed after every election. Legislative changes following the last review were identified in both Bill 181, Municipal Elections Modernization Act and Bill 68, Modernizing Ontario's Municipal Legislation Act. The Municipal Elections Modernization Act received Royal Assent on June 9, 2016. In accordance with that Act,  
  
"Before May 1 in the year of a regular election, municipalities and local boards shall establish rules and procedures with respect to the use of municipal or board resources, as the case may be, during the election campaign period."

### 3. Definition of School Board Resources

- 3.1 School Board resources may include: staff time, computer, fax, telephone, cellphone, laptop, tablet, website, newsletter, email, wireless internet, board or school social media accounts. This list is to include any board-issued resource and any other information technology devices given to a trustee for their work use as a trustee of the board.

### 4. School Board Resources

- 4.1 Trustees will not use their Board office or school board-issued resources for any campaign-related purposes. This includes displaying election-related materials in Board offices, board meetings, board events or school-related events.

- 4.2 Trustees will not distribute or use the Board **WRDSB** logo or Board **WRDSB** telephone number or other contact information, including any **WRDSB** Board branding in any campaign-related material.
- 4.3 Trustees must ensure that all campaign-related material is funded by the trustee in their capacity as a candidate.
- 4.4 Trustees will not use the Board **WRDSB**'s email system to distribute election-related electronic messages and will not use the Board **WRDSB**'s voicemail system to record election-related messages.
- 4.5 Trustee websites and newsletters that are funded by the Board **WRDSB**, are not to include campaign-related material.
- 4.6 Trustees will use their personal information technology resources to create and use social media accounts created for campaign purposes. These are to be separate and distinct from any accounts used by the candidate in their position as a trustee.
- 4.7 Trustees will not use school board resources to distribute any election related materials (print, electronic or other method) to students, parents/guardians and/or caregivers.
- 4.8 Trustees will not use the services of Board **WRDSB** staff to assist or advise in the preparation, distribution or communication of any election-related material.

## 5. Other Activities during the Campaign Period

### 5.1 School Visits – by Trustees

Trustees who are seeking re-election may continue to perform their duties which may include their continued participation in local events held in schools while they serve their term of office. Trustees should not participate in activities at school events that could reasonably be perceived as campaigning.

### 5.2 School Visits – by Candidates

Requests for visits by candidates, for the purposes of campaigning, are not considered appropriate. All Candidates Meetings are encouraged and may occur on school property. **All Candidates Meetings must follow the requirements outlined in Board Policy 3010 - Political Candidate Visits During Federal Provincial & Municipal Elections.** These are sometimes arranged by school councils and community groups and usually held at night during non school hours. Consider a minimum of two confirmed candidates before proceeding with the meeting.

### 5.3 School-Related Events

Candidates are not permitted to campaign at school-related events intended for the students and parents/guardians of that school. Current trustees may continue to attend and participate in school-related activities but shall not campaign or conduct themselves in any way that may reasonably be perceived as campaigning.

### 5.4 Campaign Involvement – Student

Students are encouraged to participate in curriculum-based activities (Civics) and democratic awareness programs such as Student Vote. Secondary students may choose to earn their Community Involvement Hours by participating in an election campaign. It is strongly recommended that students not volunteer for a candidate seeking election for their local school board. Any campaign or election activities must be done outside of school hours and not on school property.



## USE OF SCHOOL BOARD RESOURCES DURING THE ELECTION CAMPAIGN

Legal References: *Municipal Elections Act*  
*Education Act*

Related References: *Board Policy G100 – Governance Policy - Foundations*  
*Board Policy G201 – Trustee Code of Conduct*  
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Effective Date: *April 30, 2018*

Revisions: *May 25, 2018*

Reviewed:

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- 2.1 Trustees play an important role as they are the only publicly elected official with the direct responsibility for the education of our children. The Waterloo Region District School Board (WRDSB) actively promotes and supports the role of the local democratically elected trustee.

- 2.2 Municipal and School Board Elections are held every four years and the Municipal Elections Act is reviewed after every election. Legislative changes following the last review were identified in both Bill 181, Municipal Elections Modernization Act and Bill 68, Modernizing Ontario's Municipal Legislation Act. The Municipal Elections Modernization Act received Royal Assent on June 9, 2016. In accordance with that Act,

“Before May 1 in the year of a regular election, municipalities and local boards shall establish rules and procedures with respect to the use of municipal or board resources, as the case may be, during the election campaign period.”

### 3. Definition of School Board Resources

- 3.1 School Board resources may include: staff time, computer, fax, telephone, cellphone, laptop, tablet, website, newsletter, email, wireless internet, board or school social media accounts. This list is to include any board-issued resource and any other information technology devices given to a trustee for their work use as a trustee of the board.

### 4. School Board Resources

- 4.1 Trustees will not use their Board office or school board-issued resources for any campaign-related purposes. This includes displaying election-related materials in Board offices, board meetings, board events or school-related events.

- 4.2 Trustees will not distribute or use the Board logo or Board telephone number or other contact information, including any Board branding in any campaign-related material.
- 4.3 Trustees must ensure that all campaign-related material is funded by the trustee in their capacity as a candidate.
- 4.4 Trustees will not use the Board's email system to distribute election-related electronic messages and will not use the board's voicemail system to record election-related messages.
- 4.5 Trustee websites and newsletters that are funded by the Board, are not to include campaign-related material.
- 4.6 Trustees will use their personal information technology resources to create and use social media accounts created for campaign purposes. These are to be separate and distinct from any accounts used by the candidate in their position as a trustee.
- 4.7 Trustees will not use school board resources to distribute any election related materials (print, electronic or other method) to students, parents/guardians and/or caregivers.
- 4.8 Trustees will not use the services of Board staff to assist or advise in the preparation, distribution or communication of any election-related material.

## **5. Other Activities during the Campaign Period**

### **5.1 School Visits – by Trustees**

Trustees who are seeking re-election may continue to perform their duties which may include their continued participation in local events held in schools while they serve their term of office. Trustees should not participate in activities at school events that could reasonably be perceived as campaigning.

### **5.2 School Visits – by Candidates**

Requests for visits by candidates, for the purposes of campaigning, are not considered appropriate. All Candidates Meetings are encouraged and may occur on school property. These are sometimes arranged by school councils and community groups and usually held at night during non-school hours. Consider a minimum of two confirmed candidates before proceeding with the meeting.

### **5.3 School-Related Events**

Candidates are not permitted to campaign at school-related events intended for the students and parents/guardians of that school. Current trustees may continue to attend and participate in school-related activities but shall not campaign or conduct themselves in any way that may reasonably be perceived as campaigning.

### **5.4 Campaign Involvement – Student**

Students are encouraged to participate in curriculum-based activities (Civics) and democratic awareness programs such as Student Vote. Secondary students may choose to earn their Community Involvement Hours by participating in an election campaign. It is strongly recommended that students not volunteer for a candidate seeking election for their local school board. Any campaign or election activities must be done outside of school hours and not on school property.



# Report to Committee of the Whole

February 8, 2021

## **Subject:     Transportation Consortium Update**

### **Recommendation**

***This report is provided for information of the Board.***

### **Status**

The General Manager of STSWR, Inc., Benoit Bourgault, has prepared the 2019-20 Annual Report to the Board of Trustees (Board) (see Appendix A).

### **Background**

In 2006-2007 the government began implementing reforms for student transportation which included the mandating of consortium delivery of student transportation services. The objectives of the reforms were to build capacity to deliver safe, effective and efficient student transportation services, achieve an equitable approach to funding and reduce the administrative burden of delivering transportation. The overall objective was to allow school boards to focus on their core business of student learning and achievement and not be involved in the day to day operations of transportation.

The Waterloo Catholic District School Board and the Waterloo Region District School Board legally formed a consortium on September 7, 2007. In June of 2008, employees of the former boards were officially transferred to Student Transportation Services of Waterloo Region, Inc. (STSWR), a separate incorporated entity.

According to the Articles of Incorporation, STSWR is governed by a Board of Directors consisting of the Directors of Education and Business Superintendents from the Waterloo Region District School Board and the Waterloo Catholic District School Board. The role of the Board of Directors is to set the strategic directions for STSWR review and approve annual budgets, and deal with other governance topics as they arise. The Board of Directors meets quarterly. A Consortia Management Committee (CMC) consisting of two representatives from each board meet monthly with the General Manager of the consortium. The role of the CMC is to monitor monthly budget variations, review and approve STSWR policies and procedures, monitor STSWR, performance against the strategic directions set by the Board of Directors and deal with other operational issues as they may arise. The fundamental role of STSWR is to apply the policies and procedures of the partner boards; the CMC acts as an independent adjudicator of appeals brought forward through the established process to deal with the interpretation of board policies by STSWR not exceptions to policy.



Since its inception in 2007, STSWR has evolved into one of the leading consortiums in the province. Its ongoing focus on providing safe and efficient transportation services to Waterloo Region benefits students, staff and the community. We are pleased to present to the board, information related to the 2019-20 school year.

**Financial implications**

No financial implications.

**Communications**

The information will be posted on the STSWR website.

Prepared by: Matthew Gerard, Coordinating Superintendent, Business Services & Treasurer of the Board  
Nick Landry, Controller of Financial Services  
in consultation with Coordinating Council



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# Student Transportation Services of Waterloo Region

## 2019-2020 Annual Report

February 2021



# 2019-2020 Annual Report

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# 2019-2020 Highlights

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## Safety Initiatives:

STSWR continues to focus on student safety and offers training to students, parents, school staff and school bus drivers through the following events:

- Sidewalk Smarts training (**new!**)
- First Rider program for Kindergarten students (**updated!**)
- Bus patrols, standing foot patrols (student crossing patrol) and Trailblazers (walking student leaders)
- Bus evacuation training for all elementary students
- Bi-annual interactive bus safety training for elementary students (sessions limited by labour disputes and Covid-19)
- Bus driver professional development day

## Contract Compliance and Performance Management:

- All bus operators and taxi operators are normally audited in the spring to ensure contract compliance.
  - Audits cancelled due to Covid-19
- A monthly scorecard system helps us regulate operator and driver compliance for:
  - Valid drivers licenses
  - Valid First Aid training for all drivers
  - Annual epipen reviews
  - Vehicle age
  - Vehicle GPS performance
- Bus routes were not audited because we had to transition the GPS tracking due to sudden termination of service by our last provider. A new vendor was sourced and installation took place in spring.



# 2019-2020 Highlights

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## Productivity Initiatives:

- We continue to experience growth of ridership of 1.7%
  - Growth is localized to specific geographic areas exceeding the available capacity causing the need for additional vehicles.
- Large vehicles
  - Mileage decreased by 0.5%
  - 4 big buses added to fleet
- Special Needs
  - Focused on students needs, reliability, and consistency of service
  - Active mileage increased by 3.4%
  - Total mileage increased by 1.8%

## Customer survey:

- Three priorities identified
  - Improve delay notification
  - Close the loop with parents concerns, ensuring questions are answered.
  - Expand School Travel Planning



# Measuring Performance

## - Key Performance Indicators -

### Key Performance Indicators

STSWR has developed a number of key performance indicators to benchmark performance against industry standards and to track improvements year over year.



## STSWR Scorecard 2019-2020

			Goal	2019-2020	2018-2019	2017-2018	2016-2017
<b>Safety</b>	Student Injuries	injuries on bus	0	0	0	1	0
	Collisions	with students on board	0	37	46	58	41
	Collision Frequency	collisions per million km	4.4	9.7	10.2	11.2	6.6
<b>Quality</b>	Student Ride time	average ride time one way	14	14	14	14	14
<b>Service</b>	Service interruption	route-day	0	0	0	6	0
	Late bus > 50 minutes	runs	0	63	36 (100)	67 (158)	20
<b>Cost</b>	Variance to Plan	better (worse)	\$ -	\$ 1,555,038	\$ 118,528	\$(98,793)	\$(14,800)
	\$/student	total all in	\$ 783	\$ 711	\$ 748	\$ 722	\$ 670

Injuries

None

Collisions

no significant change in collision compared last year

Delays

30 weather - 10 breakdown - 9 traffic - 14 other

Service Interruption

none



# Measuring Performance

## - *Improving Safety* -

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### Speeding:

Due to the sudden termination of our GPS provider at the start of the school year, we were unable to track speeding for the school year.

### Seatbelts:

To improve student safety, we initiated a pilot on seatbelts.

### Stop Arm Cameras:

We continue to work with stakeholders to advance the implementation of stop arm cameras; in the meantime we are initiating a review process to reduce the number of students crossing the road.



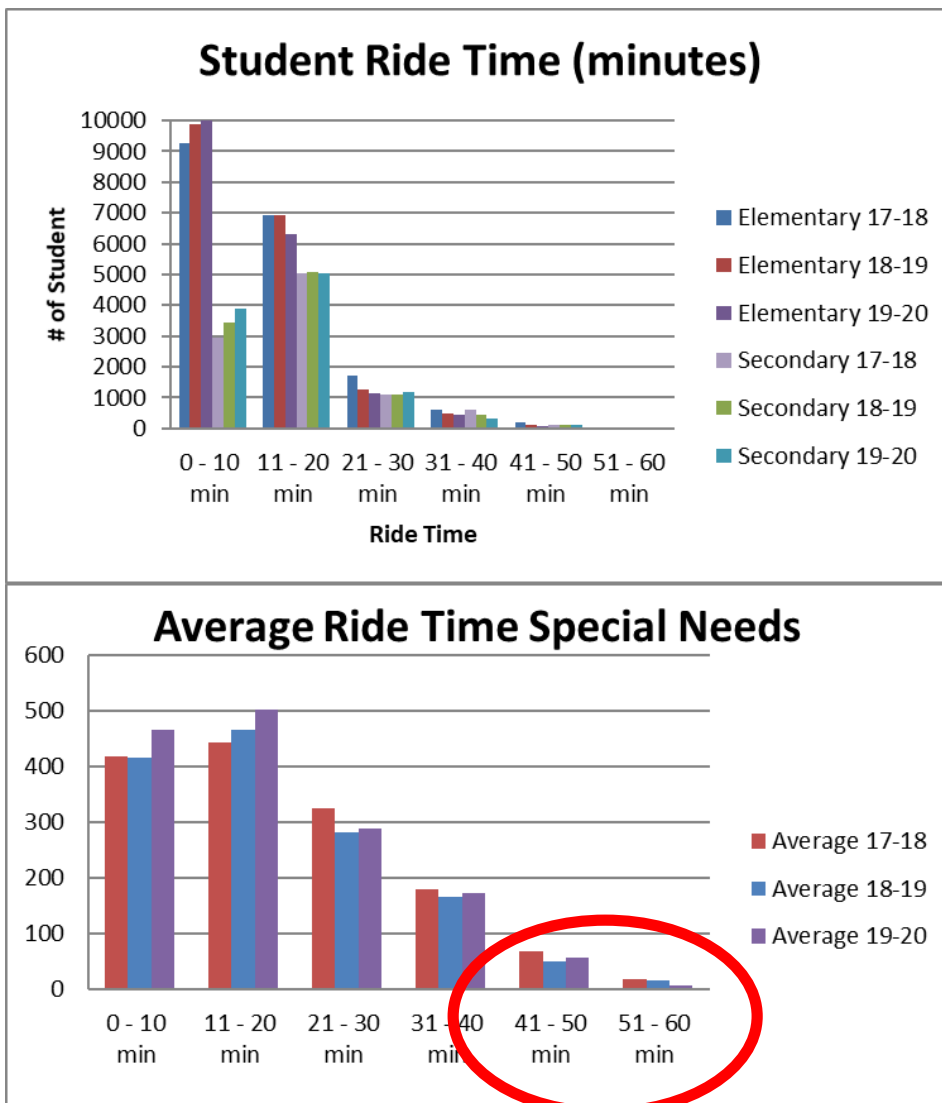
# Measuring Performance - *Improving the Experience* -

## Average Distance to Bus Stop:

Kindergarten	129 m, range from 0 m to 500 m
Elementary	144 m, range from 0 m to 944 m
Secondary	289 m, range from 0 m to 1,540 m

## Ride Time Distribution:

- The slight reduction in distance to stop did not impact on ride time
- We continue to focus on reducing the incidence of very long ride times





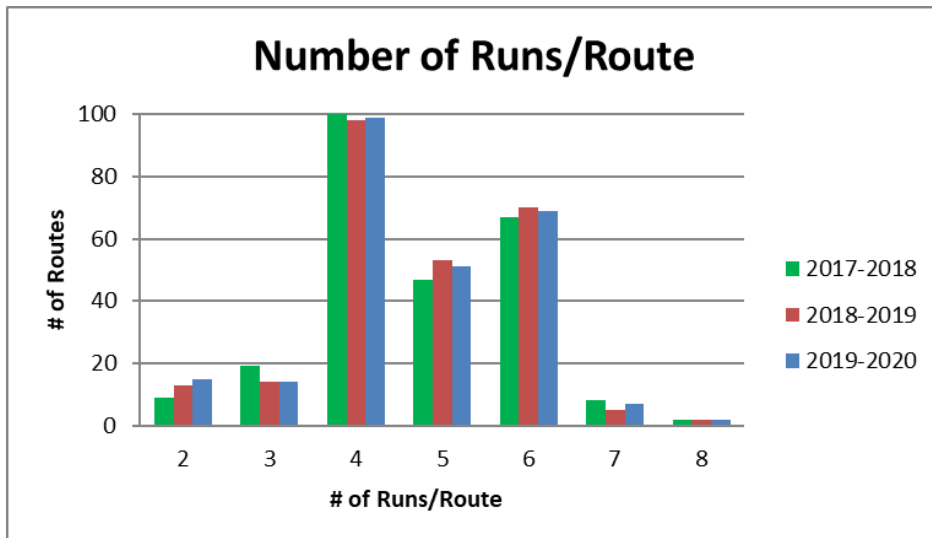


# Measuring Performance

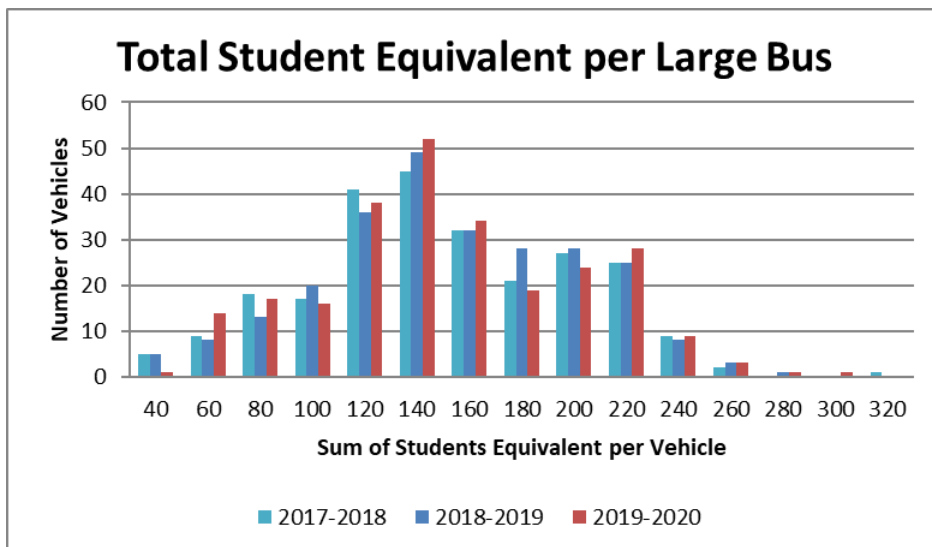
## - *Vehicle Capacity* -

### Vehicle Capacity Utilization:

- Some boundary changes have caused a need for additional vehicles



- We transport an average of 143 students equivalent per vehicle
- For load factor calculations, JK-6 students count as 1.0; 7-12 count as 1.5





# Measuring Performance

## - *Customer Satisfaction* -

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### Customer Survey Results

A customer survey conducted in spring, 2019, helped us to identify three priorities:

**1. *Timing and accuracy of delays notification***

- In selecting the new GPS tracking tool, we ensured tools would be developed to automate the delay notification process.
- We continue to encourage customers to register for text notification to ensure timely receipt of delay notifications
- We updated the web portal to improve the customer experience.

**2. *Ensuring families have received requested information***

- We are developing a customer interface to facilitate and document interactions.

**3. *Provide greater support to children who walk.***

- *We are exploring avenues to further develop School Travel Planning support.*

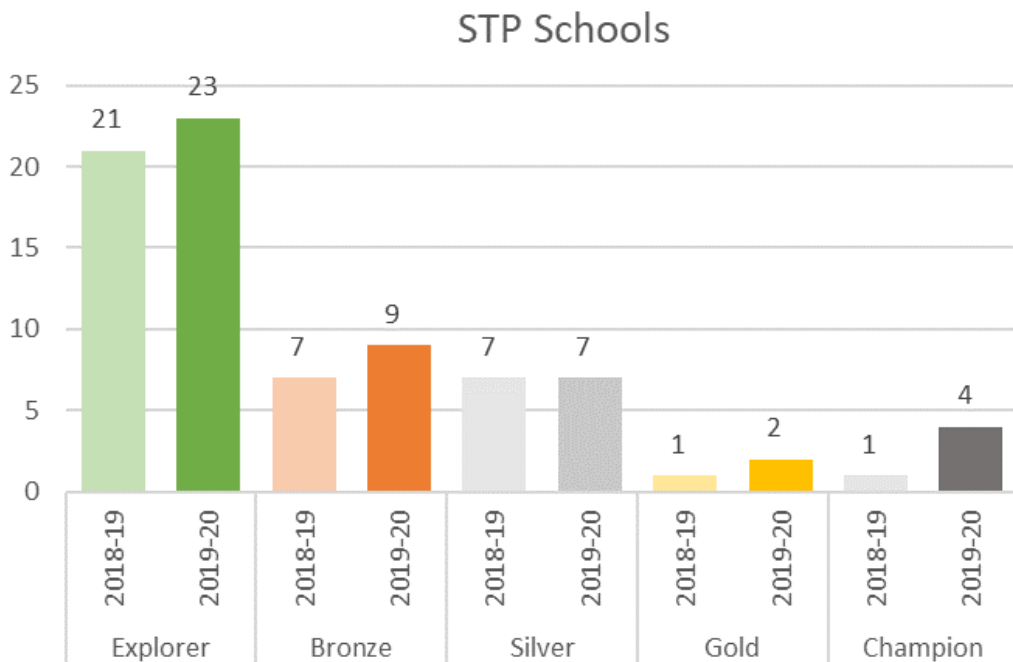


# Measuring Performance - School Travel Planning (STP) Numbers -

## School Travel Planning Numbers

School Travel Planning offers services and programs to support active school transportation and to address traffic and parking issues.

- **45 schools** engaged in different levels of school travel planning
- **712 students trained** in Trailblazers\* and Sidewalk Smarts\*
- **200 parents** engaged in STP committees\*, events, and programs
- **42 schools** participated in Winter Walk Day
- **300 students in 12 Walking School Buses** by Canadian Cancer Society



\* Program uptake was impacted by the uncertainty of staff support due to labour disputes



# Measuring Performance

## - The Covid Pivot -

Covid stopped STP in its tracks, but not for long.

- Cancelled Sidewalk Smarts, Walk in their Sneakers, and Bike to School

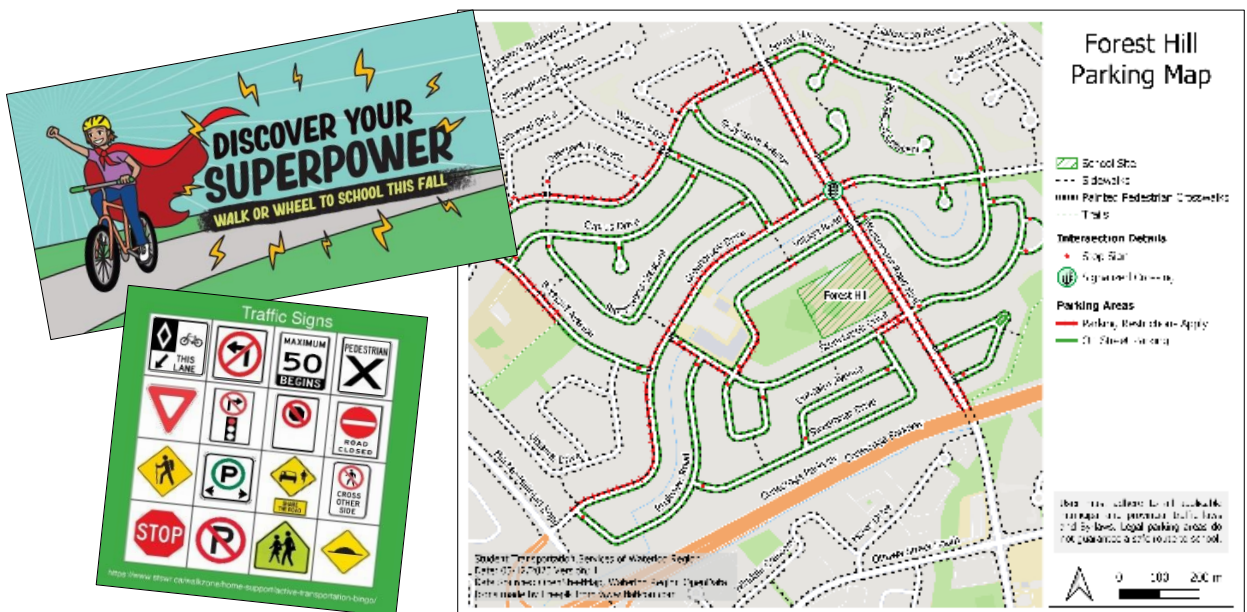
Families were walking together at home daily!

So we built tools to encourage them to practice walking to school together.

- Created an Active Transportation Bingo contest March - May
- Partnered on "Discover your Superpower" campaign

And we prepared for social distancing.

- Developed Drive to 5 parking maps
- Supported reallocation of road space projects
- Created and dispersed social distancing stencils for crossing locations





# Summary of Appeals

## Appeals:

- Appeals continue to be kept at a minimal level with 47 in total.
- At both school boards, walking distance and loss of transportation continue to be the main point of contention. At the WRDSB, transportation to French Immersion is also an ongoing issue.
- The following table illustrates the number of appeals at the WRDSB, the reason for the appeal, and the outcome.

	2019-2020 School Year					
<b>WRDSB</b>	Elementary	Secondary	Total	Granted by GM	Elevated to CMC	Granted by CMC
Distance	10	1	11		4	
French Immersion	7	1	8		5	2
Loss of transportation	6		6		1	
Stop location	2		2			
Out of Bound/District	1	1	2			
Ride time/Stop location	1		1			
Medical		1	1			
<b>Total</b>	<b>27</b>	<b>4</b>	<b>31</b>	<b>0</b>	<b>10</b>	<b>2</b>



# 2019-2020 Overview

---

## 2019-20 Summary:

Transportation continues to be very safe for students. Overall, STSWR had a very successful year.

### Safety

- ✓ Sustainable process to ensure safe kindergarten drop off.
- ✓ Public awareness messaging continued with two radio campaigns.
- ✓ Continued bi-annual school bus safety training to elementary schools.
- ✓ Updated emergency plan to include natural disasters.
- ✓ Engaged bus operators in seat belt pilot.

### Customer Service

- ✓ Advanced a tool to track and improve interaction with customers.
- ✓ Updated the web portal to improve customer experience.
- ✓ Grew participation in delay and cancellation notifications to 25,000.

### Active Transportation

- ✓ Worked with 45 schools.
- ✓ Successfully launched Sidewalk Smarts program.
- ✓ Held largest-ever Winter Walk Day.
- ✓ Developed menu of parent resources.

### Driver Shortage

- ✓ Continued collaboration with bus operators has prevented a shortage in this region.

### Covid Plan

- ✓ Proactively built plans to ensure smooth transition to adaptive mode for secondary panel.



# 2020-2021 Outlook

---

## 2020-2021 Objectives:

Building upon our successes and challenges from 2019-20, there are a number of key areas that STSWR will focus on during the 2020-2021 school year. These include:

### Safety

- Continue with simple message to slow down and leveraging the Bus Driver PD Day.
- Participate in School Bus Safety week.
- Renew discussion with the Region to pursue the stop arm camera.
- Launch of the seatbelt pilot project.

### Customer Service

- Continuously working with all stakeholders to ensure every interaction is a positive one.
- Launching Customer Service support software.

### Special Needs transportation

- Developing evacuation plan for Spec Ed.

### School Travel Planning

- Support more schools to move towards champion level.
- Create online training and engagement resources.
- Evaluate and transition Canadian Cancer Society's Walking School Bus program.
- Roll out large-scale Drive to 5 program.

### Technology

- Expand functionality of the new GPS software to support better and safer service.



# Financial Overview

## - 2019-2020 Expenditure -

---

STSWR 2019-2020	Total
Overhead	\$1,652,886
WCDSB transportation cost	\$5,093,765
WRDSB transportation cost	\$16,061,789
School Travel Planning	\$245,538
Total	\$23,053,979
WCDSB Details	Total
Regular School Bus	\$3,904,647
Spec-Ed Bus	\$928,690
Taxi	\$116,076
GRT	\$21,385
Total	\$5,093,765
WRDSB Details	Total
Regular School Bus	\$7,684,588
Spec-Ed Bus	\$6,963,641
Taxi	\$845,840
GRT	\$149,425
Total	\$16,061,789





# Report to Committee of the Whole

February 8, 2021

## **Subject: International Student Readiness Plan**

### **Recommendation**

***That the Waterloo Region District School Board adopt the International Student Readiness Plan as outlined in the report presented to the Committee of the Whole on February 8, 2021, and that staff submit the plan to the Ministry of Education for review and approval.***

### **Status**

The Waterloo Region District School Board's International Student Readiness Plan has been developed in accordance with Ministry requirements, and reflects best practices obtained through interactions with the Ontario Association of School Districts International (OASDI), the Canadian Association of Public Schools International (CAPSI) and the Ontario Association of School Business Officials (OASBO). The plan is provided in Appendix A to this report.

### Overview of WRDSB Readiness Plan

The Waterloo Region District School Board's International Student Readiness Plan has been developed in accordance with Provincial Government requirements (see Appendix A), and reflects current best practices in the province. Protocols created specifically to meet Ministry of Education, Provincial Government and Federal Government requirements for international students are listed below. For reference, the detailed documents can be found in Appendix B.

- WRDSB Pre-Departure and Arrival Plan
- WRDSB Custodian Protocol and Acknowledgement Document
- WRDSB Custodian Acknowledgement of COVID-19 Protocols
- WRDSB Self-Isolation Plan
- WRDSB Addendum to Student Agreement
- WRDSB International Student Quarantine Plan
- WRDSB Post-Arrival Resources
- WRDSB 14-Day Activity Plan
- WRDSB Safe Arrival Protocol

- WRDSB COVID-19 Testing Requirements
- WRDSB Checklist to Start School
- COVID-19 Anti-Stigma Guidelines
- WRDSB International Student Resource Guide

The WRDSB currently expects 30 students to return for continued learning next year. In many cases, these are students who have been with our board for several years and were a part of our student population pre-pandemic. They currently cannot travel home as they will not be allowed to return to the province and may not receive study permits to return for next year's studies if the WRDSB does not obtain DLI status.

In addition, there are approximately 20 students who applied for enrolment for the 2020-21 school year but have deferred arrival until September 2021. Since January of this year, an additional 10 students have inquired about enrolment for next school year. Without DLI status, it is unlikely that study permit approval would be provided in time for these students to join our board.

## **Background**

The economic and psychological impact of the COVID-19 pandemic has significantly reduced the level of engagement in international education around the world. In Canada, borders closed to travel March 18, 2020 and remained closed to most international students until October 20, 2020. On October 20, 2020, the [Government of Canada outlined exemption criteria](#) that, if met, allows international students to travel to Canada to study. Among these was a requirement that the education institution in which the student would be attending is on the approved list of Designated Learning Institutions (DLI) managed by the Ministry of Education (the Ministry); currently, [36 Ontario public school boards are eligible to be placed on the DLI list](#).

In order to be added to the list of DLIs, the Ministry requires educational institutions (private and public) to submit an International Student Readiness Plan. In conjunction with Health Canada, the Ministry must approve each plan before students are eligible to enter Canada. Included in the Readiness Plan must be an attestation to receive International Students per federal and provincial requirements, as well as a Board resolution indicating the board's ongoing commitment to welcoming students in compliance with federal and provincial guidelines. Once the Ministry has approved the board's Readiness Plan, the board will be added to the list of DLIs for the province.

The Waterloo Region District School Board (WRDSB) has welcomed international students into our schools for more than a decade. Our reputation for academic excellence, safe and welcoming community and strong post-secondary partners are all part of what appeals to our international students. Over the past 3 years, an average of 110 international students have been enrolled each year in schools throughout our board. This number has declined to 60 returning students this year due to COVID-19 travel restrictions and the inability to accept new students.

On average, International students contribute approximately \$2 million dollars in tuition revenue. Tuition fees for a secondary student are approximately \$17,500 per year and \$16,400 for elementary students; fees are adjusted annually based on direction from the Ministry of Education and board expenditures. An additional fee of \$475 per year is required for a comprehensive insurance plan for all International students and is provided by a third party insurance provider. This plan includes COVID-19 coverage as well as strong mental health supports, available in a range of languages.

### **Benefits Of Designated Learning Institution Status**

As an approved DLI, WRDSB international students will be allowed entry by Canadian Border Services. Furthermore, we have been advised that Immigration, Refugees and Citizenship Canada (IRCC) will prioritize review of study permit applications and renewals submitted by our students.

Ontario school boards anticipate that DLI status will be required from the Ministry for enrolment for next year's international students and as such, obtaining DLI status this year would better position the WRDSB for welcoming international students in the 2021-22 school year.

### **Collaboration and Consultation Process**

The WRDSB International Admissions Office has worked closely with CAPS-I, OASDI and other school boards in Ontario to create a comprehensive readiness plan that is consistent with plans developed and submitted by other public school boards in Ontario. CAPS-I provided specific feedback on the WRDSB process which is beneficial since CAPS-I meets regularly with IRCC to ensure boards are up-to-date with federal travel and health requirements.

### **Financial implications**

No financial implications.

**Communications**

The International Student Readiness Plan will be posted on the WRDSB corporate website, under [International Student Application Information](#).

Prepared by: Matthew Gerard, Coordinating Superintendent, Business Services & Treasurer of the Board  
Nick Landry, Controller of Financial Services  
Andi Thiessen-Regehr, Business Services Manager  
in consultation with Coordinating Council

## **APPENDIX A - Overview of Provincial Government and Federal Government Readiness Requirements**

### Overall Requirements:

- School Boards have plans in place for robust case management and outbreak response consistent with local and provincial public health guidelines
- Quarantine strategy for international students and co-arriving family members
- Communication protocols to inform the public of outbreaks

### Section A: Pre-Arrival Requirements:

- Communicated to international students prior to arrival in Canada including:
  - Travel expectations and requirements
  - Quarantine requirements and consequences of breaking protocol
  - Signature documents (custodian travel and quarantine protocol, detailed self-isolation plan, addendum to [WRDSB Student Agreement](#))
  - Custodian protocols for direct transportation from the airport to the quarantine location
  - Custodian protocols for quarantine accommodation requirements
  - [ArriveCan App](#) downloaded prior to travel as per IRCC requirements

### Section B: Requirements for 14-Day Quarantine:

- Quarantine arrangements in place for arriving international students
- Ensure quarantine location is suitable for self-isolation, and does not put vulnerable individuals at risk
- Daily monitoring of symptoms and compliance through ArriveCan App
- Guidelines provided for symptomatic cases or compliance issues
- Regular contact with WRDSB International Admissions Office
- Mental health supports supplied through mandatory insurance plan
- COVID-19 [infection control information](#) and guidelines
- COVID-19 test following 14-day quarantine period (Ministry requirement)

### Section C: Post-Quarantine Requirements:

- Checklist to start school including negative COVID-19 test result
- Information on ongoing COVID-19 protocols for all WRDSB students (daily self-screening, PPE, hand hygiene)
- Mental and physical health supports available to international students

- Anti-stigma supports for students and staff (World Health Organization, Unicef, International Federation of Red Cross and Red Crescent Societies)
- Mitigation of social barriers to support compliance with COVID-19 infection control practices

Additional Provincial Requirements:

- Board resolution approving the International Student Readiness Plan that meets current federal and provincial requirements
- A negative COVID-19 test administered immediately following the 14-day quarantine period prior to the start of student studies

**APPENDIX B - WRDSB Readiness Plan Detailed Documents**

- WRDSB Pre-Departure and Arrival Plan
- WRDSB Custodian Protocol and Acknowledgement Document
- WRDSB Custodian Acknowledgement of COVID-19 Protocols
- WRDSB Self-Isolation Plan
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- WRDSB International Student Resource Guide



# International Student Pre-Departure & Arrival Guide



## Keeping Yourself and Others Safe during COVID-19



# Waterloo Region District School Board

## International Admissions Office

### Contact Information

International Admissions Office

51 Ardelt Avenue

Kitchener, Ontario

Canada N2C 2R5

519-570-0003 x4454

[international@wrdsb.ca](mailto:international@wrdsb.ca)

[www.wrdsb.ca](http://www.wrdsb.ca)



In light of the global COVID-19 pandemic, all travelers, including international students travelling to Canada, will be required to take extra precautions and ensure they follow specific travel and immigration requirements.

Please take some time to review the information in this package. Contact our WRDSB International Admissions Office at [international@wrdsb.ca](mailto:international@wrdsb.ca) if you have any questions. It is important to understand this information as it could affect your ability to enter into the country. Government authorities will be monitoring new arrivals and we want to help you prepare for the requirements of travel during these times. If proper protocols are not followed, students may be denied boarding on their flight, or may be denied entry to Canada upon arrival. Government authorities may also fine travelers for non-compliance to quarantine requirements.

Our top priority is the health and safety of all our students, staff, host families, schools and communities. We are obligated to follow the regulations and recommendations of the Canadian and Ontario Governments, as well as our local Public Health Authority.

At the end of this document you will find the [International Student Travel and Arrival Protocol Form](#). This document **must be completed in full, signed by the student and their parent/legal guardian** and sent to [international@wrdsb.ca](mailto:international@wrdsb.ca) BEFORE you arrive in Canada.



# Definitions

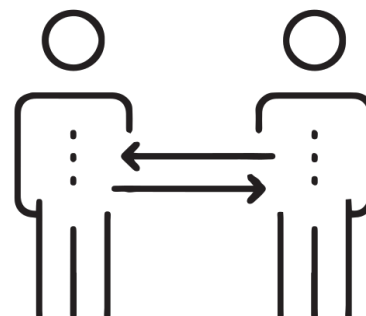
Below you will find COVID-19 vocabulary. Please become familiar with these terms:

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## Social/Physical Distancing

Keep at least 2 meters between you and others. Avoid crowded spaces and places and wear a mask if you must be in those places.

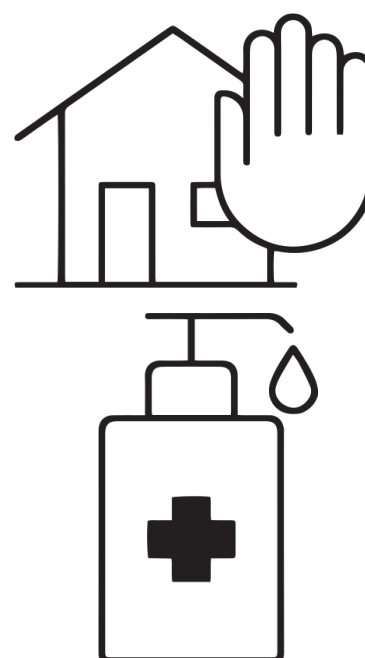
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## Self-Isolation and Quarantine

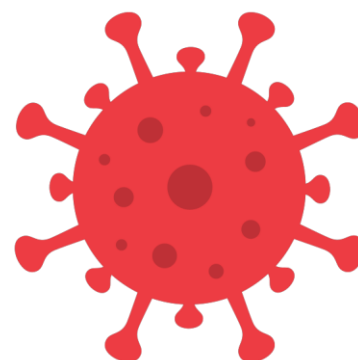
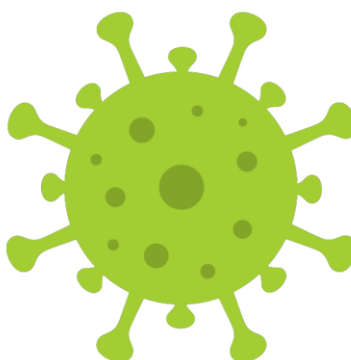
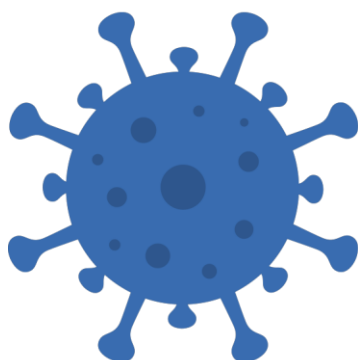
Stay in a place in isolation to prevent exposing others or yourself to COVID-19.

---



## Self-Monitoring

Check your health for possible symptoms of COVID-19. Let your parents, custodian or host family know of any health-related issues you are experiencing.



# Pre-Departure

## Communication and Relationship Building

- Maintain communication with our International Admissions Office and your custodian about your arrival, quarantine plan and any other questions you may have.

## Preparing for 14 Day Quarantine

- Download the COVID-19 App and Daily Symptom Tracker: <https://ca.thrive.health>.

## Medical Check / Testing

- Students must provide a negative COVID-19 test prior to boarding a flight to Canada. Documentation of a negative polymerase chain reaction (PCR) laboratory test taken within 72 hours of departure, must be presented.

***Negative COVID-19 tests/proof of vaccinations will not change the requirement to quarantine (self-isolate) for 14 days upon arrival. This is mandatory for all travelers arriving into Canada.***

## Completing Arrival Plans

- Prior to arrival, all international students and travelers must provide their information on the Canadian government's ArriveCAN application. The ArriveCAN App is available for iPhone and Android and can be downloaded from the App Store or Google Play. It is also available in a [web format](#).
- This app must be set up before you board your flight. The immigration officer at the airport will provide you with a TOKEN NUMBER, which you will enter in your profile. Failure to do so may result in a fine. Public Health Ontario provides self-isolation guidelines at <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-how-to-self-isolate.pdf?la=en>
- Make a plan for your physical and emotional wellness during quarantine. Consider what you want to bring to help keep you busy and entertained during the mandatory 14-day quarantine period. You will not be able to leave your building during the 14 days so bring things that will help you to feel comfortable.



# Packing

Include the following items in your **carry-on bag**:

- ☐ Passport
- ☐ Study Permit or Immigration Letter (if you already have one)
- ☐ Custodianship Documents
- ☐ Letter of Acceptance issued by WRDSB
- ☐ Letter of Entry issued by WRDSB
- ☐ Your school transcripts (translated to English)
- ☐ Negative COVID test results/ Record of Immunization (vaccination)
- ☐ Homestay information with contact information
- ☐ Self-Isolation Plan (end of document)
- ☐ Change of clothes in case of delayed baggage
- ☐ Masks (2 or more)
- ☐ Travel-sized bottle of hand-sanitizer (100 ml or less)
- ☐ Disinfecting wipes
- ☐ Charger for your cell phone
- ☐ Snacks (non-liquid) since airport restaurants or stores may be closed or have long line-ups



## Student Medical Insurance information:

Waterloo Region District School Board international students are required to purchase a comprehensive medical insurance policy, administered by StudyInsured. The coverage of this policy includes emergency and preventative medical services, as well as COVID related treatment, if needed. This policy also includes coverage for mental health support, offered in the students' native language.

Returning students will have coverage from the previous school year. New students will have coverage from September 1, 2020 – August 31, 2021. If interested in purchasing additional insurance coverage outside of this timeline, please contact:

**Noble Wealth Financial**  
 7 Willow Street, Waterloo, ON N2J 1V6  
 P: 519-885-8786  
 E: [travel@noblewealthfinancial.com](mailto:travel@noblewealthfinancial.com)  
 W: [www.noblewealthfinancial.com](http://www.noblewealthfinancial.com)

# Airport/Flight: Best Practices

## Wearing a Mask/Hand Washing

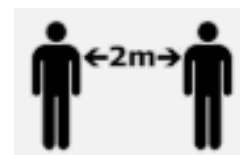
Remember to wear a mask at all times. Wash your hands before you board the airplane and bring hand sanitizer to use regularly during the journey.

- Wash hands or use hand sanitizer before eating
- Sanitize personal space and high-touch areas (armrests, seatbelts, tray tables, screens)
- Minimize trips to the washroom and flush the toilet with the seat cover down
- Touch as few surfaces as possible



## Practicing Physical Distancing

It is important to keep your distance from other people. You should try to keep at least 2 metres from other people as much as possible. When not possible, make sure to have your mask on.



# Arrival in Canada Protocol

Before you go through Canadian Immigration, remember to do the following:

- Print-out quarantine or self-isolation plans and documents
- Name and address of custodian/homestay
- Contact information for person picking up at the airport
- Have a copy of your Letter of Acceptance and Letter of Entry from the Waterloo Region District School Board – to obtain this letter, please email a copy of your itinerary to [international@wrdsb.ca](mailto:international@wrdsb.ca) before departure.
- **Very important!** Do not forget to get your Study Permit from the immigration officer (paper copy of the permit)

Students will be required to undergo screening by a border services or quarantine officer to assess for symptoms.

At the destination airport, the student and accompanying family members will need to:

- Text the person who is expecting you to advise the flight has arrived
- Wear a fresh mask
- Pick up baggage while physical distancing
- Exit the baggage area and go directly to the location agreed upon to meet the designated driver
- Load their luggage and sit as far from the driver as possible

Once you have made it through the airport, you must go directly to the place where you will self-isolate for 14 days. It is very important to self-isolate in your room and avoid contact with your host family during the self-isolation period.

# Self-Isolation/Quarantine

## Government Rules and Communication

As required under the Government of Canada's Quarantine Act, all travelers to Canada are required to quarantine for 14 days. **Quarantine (self-isolation) is not optional. Failure to follow protocol may warrant penalties as defined in the Government of Canada's [Quarantine Act](#).**

After arriving in Canada, Government of Canada officials will call the student to monitor compliance with the mandatory quarantine. The student should answer calls from 1-855-906-5585 or a local contact.

When you get to your new home, you **must** self-isolate for 14 days. This means you should stay in your room and avoid direct contact with your host family and others.

Stay home except when seeking urgent medical care

- Do not go to work or school
- Do not go out for errands: have groceries delivered or have a friend help with essentials
- Reschedule all non-urgent medical appointments
- Do not leave to go for a walk
- If you require medical attention, use a private vehicle for transport, if possible
  - Do not use public transportation
  - If you get a ride from a friend, family member or ride share, follow carpooling advice to reduce the risk of transmission
- If you call 911 for an ambulance, tell the operator you are self-isolating for COVID-19

You will not be able to attend school until your 14 days of self-isolation are finished. If you are new to our school board, we will arrange for your intake appointments after the 14 days are completed.

Students are reminded to:

- Stay in your assigned room and away from others
- Keep your room well-ventilated and clean – open your window to let the air circulate if possible
- Practice good hygiene:
  - Wash hands frequently with plain soap and water for at least 20 seconds
  - Cover your mouth and nose with your elbow (or use a tissue) when coughing or sneezing - avoid coughing into your hands or into the air. Dispose of used tissues right away into a trash bin and immediately wash your hands.





- Keep bathroom & frequently touched surfaces such as doorknobs, countertops, dressers, and other surfaces clean and disinfected at least once a day
- Stay connected – text, email, FaceTime with your friends, host family and natural family.
- Establish a ‘routine’ as quickly as possible (don’t stay awake all night and sleep all day)
- Monitor your physical and mental well-being. Please refer to the supports for WRDSB students at <https://schools.wrdsb.ca/athome/mental-health-resources/mental-health-resources-for-students/>
- Visit: <https://covid-19.ontario.ca/self-assessment/> - if you cannot use the online tool, call Tele-health at 1-866-797-0000

### **Monitor your symptoms**

- Monitor yourself for new symptoms or signs of COVID-19
  - Take and record your temperature daily to monitor for fever (temperature of 37.8°C/100°F or higher)
  - If you have used acetaminophen (e.g., Tylenol) or ibuprofen (e.g., Advil, Motrin), take your temperature four hours after using these medications as they mask a fever

### **Separate yourself from other people in your home**

- Stay in a separate room, away from other people in your home as much as possible
- Use a separate washroom, if possible
- Wear a surgical/procedural mask if in the same room as other household or family members
- Do not have visitors to your home, if possible
- Avoid sharing with others any personal items that can come into contact with saliva, such as toothbrushes, eating utensils, cups/bottles, towels, bedding

### **Wear a surgical mask**

- Wear a surgical/medical mask when you are within 2-metres of other people or if leaving your home to seek medical attention
- If you cannot wear a mask, others should wear a surgical mask around you
- If your mask becomes wet or dirty with secretions, change the mask immediately
- Wash your hands after removing a dirty mask and before putting on a clean mask

### **Clean your hands**

- Wash your hands thoroughly and often for at least 15 seconds, including between your fingers, under your fingernails and your wrists. Dry your hands with a disposable paper towel. If a cloth towel is used, dedicate that towel to one person and replace when wet
- If hands are not dirty, an alcohol-based hand sanitizer can be used to clean your hands
- Avoid touching your eyes, nose or mouth with unwashed hands
- Cover your cough or sneeze using a tissue, being sure to cover your mouth and nose.

Throw the tissue into a garbage lined with a plastic bag and wash your hands immediately with soap and water or use an alcohol-based hand sanitizer

- If you don't have tissues, cough or sneeze into your elbow or sleeve

### **Cleaning and disinfecting within your home**

- Clean and disinfect all frequently touched surfaces in your home, including bathroom and toilet surfaces, at least once a day and when contaminated with respiratory secretions
- Clean with detergent (soap) and water and then disinfect with an over-the-counter disinfectant
- Clean and disinfect thermometers after each use

### **Other Considerations**

- Find some time to go outside each day, as arranged and approved by your custodian. Do not go into other public areas in the home/outside.
- Stay connected – text, email, FaceTime with your friends, host family and natural family.
- Establish a 'routine' as quickly as possible (don't stay awake all night and sleep all day)
- Monitor your physical and mental well-being o if you are not feeling well, contact your supervisor to help you complete an online self-assessment to determine if you need further assessment or testing.
- Visit: <https://covid-19.ontario.ca/self-assessment/> – if you cannot use the online tool, call Tele-health at 1-866- 797-0000

### **If a Student/Traveler Develops Symptoms or is Diagnosed with COVID-19:**

- Complete the daily self-monitoring form (Appendix 1) to monitor your well being.
- If experiencing even mild symptoms including fever, chills, cough, shortness of breath, loss of sense of smell, headache, muscle ache, fatigue or loss of appetite, contact your custodian.
- Use Ontario self-assessment tool and seek medical attention as necessary.
- To avoid spreading COVID-19, the following may occur:
  - Student will remain in the accommodation, in accordance with Public Health direction
  - Natural parents will be informed

# Post-Quarantine Expectations of Student/Travelers & Families:

- Continue to practice proper, recommended hygiene (wash hands frequently, keep room clean, let host family know if you don't feel well and if you are ill do not attend school or be in social contact with others)
- Use proper coughing and sneezing etiquette (into your elbow, not your hand & if using a tissue, dispose of the tissue in a plastic lined garbage container immediately)
- Practice physical distancing (at least 2m away) from all people who are not members of your immediate household
- Avoid malls, crowded spaces and sports where physical distancing is difficult
- Follow and respect government health directives
- Become better connected and make new routines with your host family where you are integrated and part of their daily lives. Quarantine is not 'normal' and it is not the expectation after the initial 14 days are over!

## The Custodian/Supervisor will:

- Make arrangements for the student and their family members to be driven to their supervised accommodation
- Ensure that accommodations are not with/among vulnerable people or in a group setting
- Ensure accommodations can properly support disabilities and other health conditions
- Ensure the student has access to a private bathroom
- Provide 3 meals per day, and other necessities of life (including Wi-Fi)
- Provide access to medical care if required
- Monitor the student's symptoms by reviewing the daily self-monitoring form
- Contact the student and accompanying family member daily by phone, text message, FaceTime or other forms of safe communication
- Ensure they are accessible by phone, text message, FaceTime and other forms of safe communication
- Provide laundry facility access and regular linen changes
- Provide social, emotional support as necessary

# Resources

Toronto Pearson International Airport Health Measures

<https://www.torontopearson.com/en/healthy-airport/measures-in-place-in-re-sponse-to-covid-19>

Public Health Ontario

<https://www.publichealthontario.ca/>

Government of Ontario

<https://covid-19.ontario.ca/index.html>

How to Self-Isolate – Public Health Ontario <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-how-to-self-isolate.pdf>

Government of Canada – COVID-19 Travel Restrictions

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#ua>

Ontario Ministry of Education

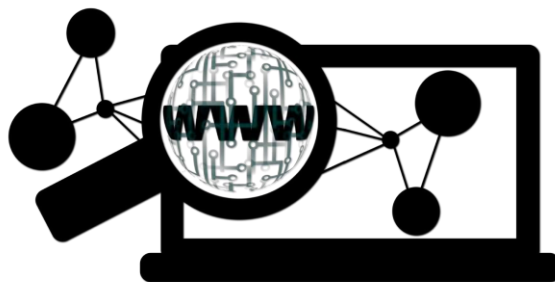
<https://www.ontario.ca/page/ministry-education>

Waterloo Region District School Board

[www.wrdsb.ca](http://www.wrdsb.ca)

Mental Health Resources for WRDSB students

<https://schools.wrdsb.ca/athome/mental-health-resources/mental-health-resources-for-students/>



This Waterloo Region District School Board Custodian Protocol and Acknowledgement document recognizes the additional terms and accountabilities necessitated by the COVID-19 global pandemic. It outlines new measures of mandatory care and responsibility custodians must take to safeguard and protect WRDSB International students upon and after arrival into Canada, Ontario and the Waterloo Region. It includes and supersedes Custodian Responsibilities previously outlined at: <https://www.wrdsb.ca/register/international-students/student-custodian-responsibilities/>

### Section A: Overall Covid-19 Response Requirements

The Waterloo Region District School Board is committed to safeguarding the health and well-being of all of its students, staff and community members. In support of this commitment, the WRDSB complies with all federal, provincial and local health guidelines and protocols related to prevention planning and outbreak and case management, including daily screening for all staff and students.

For more information on key Provincial and Regional Covid-19 guidelines and protocols that the WRDSB follows, go to:

1. **Operational Guidance - Covid-19 Management in schools** (*Outbreak management protocols*)  
<https://www.ontario.ca/page/operational-guidance-covid-19-management-schools>
2. **Region of Waterloo -Return to School** (*Communication Plan/Daily Symptom Monitoring*)  
<https://www.regionofwaterloo.ca/en/health-and-wellness/return-to-school.aspx#>
3. **Region of Waterloo - Covid-19 Assessment and Testing Centres in Waterloo Region** (*How to find a testing centre near you*)  
<https://www.regionofwaterloo.ca/en/health-and-wellness/community-assessment-centres.aspx>
4. **Government of Canada - Coronavirus disease (Covid-19): Awareness Resources**  
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/measures-reduce-community.html>

As a Custodian to WRDSB International Students and their co-arriving family members, you are responsible for the health and safety of both the International Student(s) you directly support, and all other students, staff and the community that interact with you, your family and your International Student(s).

The mandatory protocols below are in place to help you:

- learn the [protocols](#) you will follow before, on and after arrival of your International Student - understand quarantine legal requirements
- work with your International Student and their family to build a safe quarantine plan that will be approved by the WRDSB and the Government of Canada
- become familiar with [WRDSB Covid-19](#) and [community guidelines](#)

- keep you and your family safe
- ensure the health and well-being of your International Student throughout their stay in the Waterloo Region

## Section B: Pre-Arrival Requirements

Planning to support International Students, and their co-arriving family members, begins before they arrive. This is the right time to learn more about Covid-19 facts and protocols and to ensure you are in the best position to support your International Student during and after their 14-day quarantine period.

### 1. Before Your Student Arrives - Quarantine Legal Requirements

The increased risks associated with International travel during the Covid-19 Global Pandemic means that new national, provincial and local travel restrictions and quarantine requirements are in place to protect international and domestic students, custodians and the communities in which they reside. At the direction of the Government of Canada, all travelers arriving in Canada must plan for a mandatory 14-day quarantine period, which starts on the date of arrival in Canada.

Currently, all international students and accompanying family members must complete, before their arrival in Canada:

- A 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;
- Download the Canadian government's ArriveCAN application (available online at <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html>);
- Effective January 7, 2021, all air passengers five years of age or older must provide a negative COVID-19 test prior to boarding a flight to Canada. Documentation of a negative polymerase chain reaction (PCR) laboratory test result, taken within 72 hours of departure, must be presented to the airline. This test does not eliminate the requirement for self-quarantine and all travelers must complete their full, mandatory 14-day quarantine period. Proof of vaccination will not replace a negative test result.

These are legal requirements, which the WRDSB and its International students are obligated to follow.

Failure to satisfy these requirements is a breach of the WRDSB Student Agreement (including any addendums) and the regulations and recommendations of various Canadian governmental authorities. It 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).

Custodians and students are reminded that a 14-day quarantine (self-isolation) period is a requirement of the Quarantine Act and is not optional.

After arriving in Canada, Government of Canada officials will call the student to monitor compliance with the mandatory quarantine. The student must be prepared to answer calls from 1-855-906-5585 or 613-221-3100.

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

## 2. Before Your Student Arrives - Quarantine Options

To support Custodians and International Students and their families to create and follow safe quarantine plans, 2 options are available:

### Option 1: Student Quarantines in Custodian Home

Students spend their 14-day quarantine period with their regular custodian/host family. If the Student has not already paid for quarantine costs through an established homestay provider such as Canada Homestay Network or MLI homestay, any costs and expenses associated with quarantine options are the sole responsibility of the Student and the parent/guardian.

Compliance with quarantine requirements are also the sole responsibility of the Student and the parent/guardian.

### Option 2: Student Quarantines in local 'Safe Stay' Hotel

Several local hotels offer accommodation options/rooms for quarantine/self-isolation purposes. Students/custodians book directly with the hotel and special student pricing is available. Transportation to and from the hotel may also be an option through the hotel.

1. **Inn of Waterloo:** 475 King Street North, Waterloo, Ontario  
[info@theinnofwaterloo.com](mailto:info@theinnofwaterloo.com)  
 (519) 804-1130 or (866) 875-6410
2. **Best Western, Waterloo:** 547 King Street North, Waterloo, Ontario  
 +1-519-884-0100 or 1(800) 780-7234  
[https://www.bestwestern.com/en\\_US/book/hotels-in-waterloo/best-western-plus-waterloo/propertyCode.66124.html](https://www.bestwestern.com/en_US/book/hotels-in-waterloo/best-western-plus-waterloo/propertyCode.66124.html)
3. **Radisson:** 2960 King Street East, Kitchener, Ontario  
 519-894-9500 or 1-800-333-3333  
<https://www.radissonhotels.com/en-us/hotels/radisson-kitchener>

Custodians will connect with students daily to ensure quarantine protocol is being followed and to help assess the health and well-being of the International student under their care.

Should an International Student develop Covid-19 symptoms and receive a positive Covid-19 test result that requires additional quarantine time, the student/custodian will make arrangements directly with the hotel.

### **3. Before Your Student Arrives - Get Your Quarantine Plan Approved**

Custodians and International Students and their families will collaborate to decide on the quarantine option that best suits their needs. Once determined, the Custodian will use the Quarantine-Plan Template to document the full quarantine plan. It will outline the living and food provision arrangements during the quarantine period and will include student and custodian signatures attesting that they have read and agree to follow all quarantine protocols and accountabilities as outlined.

A copy of the Quarantine-Plan template must be submitted along with a signed copy of the Self-Isolation Plan to the WRDSB and approved prior to the student receiving a letter of entry for travel. The student should carry print copies of both plans in their carry-on luggage to provide to Canadian Customs upon arrival in the country.

- Prior to arrival you must confirm who will be picking up the student at the airport; it may be your host, a driver from a transportation provider, or a hotel shuttle bus. Make sure you are clear about where you will be meeting your host or driver after arriving at the airport.
- Remind your student to key contact information: your own or the hotel's cell phone number or the transportation provider's phone number – this is important for all arrivals.

### **4. Before Your Student Arrives - Host Expectations**

Custodians of WRDSB International Students and their accompanying family members are expected to create a welcoming and safe space for your International Student to self-isolate away from you and all others.

1. Make arrangements to transport your student from the point of entry to their quarantine location (home or hotel).
2. Custodians and all household members must follow all public health guidelines for their area in the 14 days prior to accepting a student, and everyone in the home must be free of any COVID-19 symptoms.
3. Only one designated custodian should provide care. Do not provide care if you are at high-risk for contracting Covid-19.
4. Students should have a separate bedroom and bathroom to use during quarantine.
5. Sanitize rooms to be used by the student and any shared spaces.
  - sanitize all surfaces the student will come into contact with before their arrival (bedroom, bathroom, laundry room, outdoor space)
  - provide sanitization/cleaning supplies in each room the student will use (bedroom, bathroom, laundry room, outdoor space)
  - provide a lined garbage can in the student's bedroom and bathroom



- provide clean bedding and towels and individual toiletries needed for the 14-day quarantine period
  - if the bathroom is shared, offer a box or basket so students can transport their belongings safely
  - Always flush the toilet with the lid down
  - offer an outdoor space that students can use during and after quarantine
  - do not share personal items with the student, such as toothbrushes, towels, bed linen, utensils and electronic devices.
6. Follow Covid-19 safety guidelines and protocols throughout the quarantine period:
- Plan a physically distanced “on-arrival” tour route of all spaces your student will have access to without contact with anyone else in the household.
  - Prevent contact with animals, as there have been several reports of people transmitting COVID-19 to their pets. Use animal gates/crates if necessary.
  - Some people may transmit COVID-19 even though they do not show any symptoms. Custodians and students should always wear a mask and obtain at least a 2 metre distance when interacting in person.
  - Avoid re-using medical masks or gloves.
  - Clean your hands often for at least 20 seconds, especially after contact with the student and after removing gloves, face masks and eye protection.
  - Dry your hands with disposable paper towels. If not available, use a reusable towel and replace it when it becomes wet.
  - Avoid touching your eyes, nose and mouth with unwashed hands.
7. Ensure your student has access to the internet to help maintain social contact with friends and family during and post quarantine
8. Provide students with 3 meals and snacks daily, throughout the quarantine period.

## 5. Before Your Student Arrives - Covid-19 Information and Protocols

1. Learn the location of Waterloo Region Covid-19 Assessment and Testing Centres

### Region of Waterloo - Covid-19 Assessment and Testing Centres in Waterloo Region

<https://www.regionofwaterloo.ca/en/health-and-wellness/community-assessment-centres.aspx>

2. Familiarize yourself with the Ontario Covid-19 Daily Screening application and protocols (<https://covid-19.ontario.ca/school-screening/>)
  - place a paper copy in your student’s room and post one in a general location for everyone living at the quarantine site - refresh frequently as requirements may change

3. Familiarize with covid10 myths and facts

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>

4. Download, read and learn about how you can help prevent social stigma associated with Covid-19

<https://www.who.int/docs/default-source/coronaviruse/covid19-stigma-guide.pdf>

5. Review [StudyInsured Health Plan](#) tools and quick start guides and make them available to your student(s) upon arrival.

- a) WRDSB International Student Insurance Resource Guide (Appendix A)
- b) MSH Mental Health Wellness Wallet Card (Appendix B)
- c) StudyInsured Claim Side Kick Card Flyer (Appendix C)
- d) MSH Navigator Guide (Appendix D)

Students can email [interntional@wrdsb.ca](mailto:interntional@wrdsb.ca) for more information.

6. Review Covid-19 safety protocols:

- a) About Covid-19 Infographic (multilingual)

Government of Canada:

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/about-coronavirus-disease-covid-19.html>

- b) How to safely use a non-medical mask or face covering properly

Government of Canada: How to wear a non-medical mask or face covering properly (video)

<https://www.canada.ca/en/public-health/services/video/covid-19-wear-non-medical-mask-face-covering-properly.html>

World Health Organization: When and How to Use Masks (videos and infographics)

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

- c) Hand hygiene:

Government of Canada: Wash your hands to reduce the spread of Covid-19.

<https://www.canada.ca/en/public-health/services/video/wash-hands-reduce-spread-covid-19.html>

Government of Canada: Reduce the spread of Covid-19 - Wash your hands infographic (multilingual)

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/reduce-spread-covid-19-wash-your-hands.html>

Public Health Ontario: How to Wash Your Hands Infographic

<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet/factsheet-covid-19-hand-hygiene.pdf?la=en>

d) Physical Distancing:

Government of Canada: Stay 2 metres apart to reduce the spread of Covid-19 (video)

<https://www.canada.ca/en/public-health/services/video/covid-19-physical-distancing-stay-two-metres-apart.html>

Government of Canada: Physical Distancing Stay 2 metres apart (Video)

<https://www.canada.ca/en/public-health/services/video/covid-19-physical-distancing.html>

Government of Canada: Physical Distancing - How to slow the spread of Covid-19 (multilingual)

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/social-distancing.html>

e) Self - Quarantine:

Government of Canada: How to quarantine (self-isolate) at home when you may have been exposed to Covid-19 and you have no symptoms infographic (multilingual)

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/coronavirus-disease-covid-19-how-to-self-isolate-home-exposed-no-symptoms.html>

## Section C: Arrival Requirements - 14-Day Quarantine

As a Custodian to WRDSB International Students, you become their family and first line of defense. You are accountable for ensuring you and your WRDSB International student follow all aspects of the mandatory 14-day quarantine plan, including but not limited to:

### 1. Arranging Student and Accompanying Family Member Pick-Up and Transportation to the Waterloo Region

The Custodian will:

- Follow Government of Canada Transportation recommendations (<https://tc.canada.ca/en/initiatives/covid-19-measures-updates-guidance-issued-transport-canada>)
- Make arrangements for the student and their family members to be driven to their supervised accommodation
- Provide students with a new mask for transportation from the airport to the quarantine site

- Do not touch student luggage. If a student requires assistance, use gloves and dispose of them immediately or wash your hands afterwards for 30 seconds
- Remind students to practice physical distancing and hand hygiene during travelling
- Screen students and accompanying family members for Covid-19 symptoms at the point of entry, before initiating travel to the quarantine site
- Do not make any planned or unplanned stops during travel to the quarantine site and will arrive at their accommodation directly from the port of entry.
- Provide students with your contact information so that pre-arranged post-check in virtual checkpoint meeting can take place
- Email confirmation of arrival to the WRDSB International Admissions Office (international@wrdsb.ca) on the day of arrival.

## 2. **Providing a safe and welcoming location in which a student can self-isolate.**

The Custodian will:

- Accompany student to their room immediately upon arrival while keeping a physical distance of 2 metres and wearing personal protective equipment (mask)
- Identify location of washroom facilities and cleaning supplies
- Share key and internet password information
- Offer students the chance to launder their travel clothes separate from all other household laundry
- Share protocols for appropriate accommodations to properly support disabilities or other health conditions.

## 3. **Providing 3 meals a day and healthy snacks.**

- Ahead of time, ask student food preferences and have these on hand
- Collaborate with the student to arrange meal time and how it will be delivered
- Wear proper PPE when delivering food and picking up dishware

## 4. **Providing medical Care/testing during quarantine**

The Custodian will:

- Confirm that your student has downloaded the ArriveCan app (<https://www.canada.ca/en/publichealth/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#ua>)
- Remind students to use the ArriveCan app on a daily basis. This link contains instructions on how to use the ArriveCan app: Coronavirus disease (COVID-19): <https://www.canada.ca/en/public-health/services/video/arrivecan.html>
- Remind students to follow the quarantine plan

- Provide access to medical care if required - monitor the student's symptoms by reviewing the daily self-monitoring form
- Notify WRDSB International Admissions office and local health authorities of any compliance issues within the 14-day mandatory quarantine period
- Notify WRDSB International Admissions office and local health authorities of any cases of COVID-19 infection during the 14-day mandatory quarantine period to local public health units

If a WRDSB International Student or their accompanying family member develops symptoms of an illness during quarantine, the Custodian will:

- Provide medical support, whether or not the symptoms align with COVID-19 symptoms.
- Compare student symptoms to the COVID-19 symptoms outlined on the Government of

Canada website (<https://www.canada.ca/en/public-health/services/diseases/2019-novelcoronavirus-infection/symptoms.html>).

- Use the Government of Canada's self-assessment tool (<https://ca.thrive.health>).
- Address questions or concerns, by calling the [local Public Health Unit](#).
- Take students with COVID-19 symptoms, to a local testing centre to have a COVID-19 test. You must wear a mask, sit in the back seat of the car with the windows open and do not have contact with anyone else. You must return to your quarantine location immediately after the test.
- Immediately notify the WRDSB International Admissions office that a student has developed symptoms
- Continue to support the student's wellness at the quarantine site, following all public health guidelines, continuing to self-isolate until you receive test results.
- Ensure students continue to record daily symptoms in the ArriveCAN app
- Read and have your student read and follow instructions in the Government of Canada's How to isolate at home when you may have Covid-19 infographic (multilingual)

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-how-to-isolate-at-home.html>

If a WRDSB International Student or their accompanying family member tests negative,

- Public Health will advise of next steps – details available on the Government of Canada website (<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/coronavirus-disease-covid-19-how-to-self-isolate-home-exposed-no-symptoms.html>).
- Next steps may include:
  - a. Continuing to self-isolate until:
    - i. Your initial 14-day quarantine period upon arrival is over, and;
    - ii. 24 hours have passed since you last had symptoms of an illness;
    - iii. If you still have symptoms of an illness when your 14-day quarantine is over, you must continue to self-isolate until your symptoms have also ended and a minimum of 24 hours has passed after your symptoms ended.

- After your self-isolation has ended, follow Public Health guidelines as outlined on the Government of Canada website (<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/resources-youth-students.html>).

If a WRDSB International Student or their accompanying family member tests positive,

- Public Health will advise of next steps – details available on the Government of Canada website (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirusinfection/symptoms.html#p>).
- Next steps will be assessed on a case-by-case basis by Public Health and may include:
  - a. Self-isolating for a minimum of 14-days beyond the first date of your symptoms;
  - b. Remaining in self-isolation until:
    - i. Your 14-day quarantine period is over, and;
    - ii. All symptoms are gone for a minimum of 24 hours, and;
    - iii. You have received a negative test result, and;
    - iv. Public Health has informed you that you can end your self-isolation period.

The Custodian will:

- Ensure students continue to record daily symptoms in the ArriveCAN app
- Ensures the student remains in self-isolation at their original quarantine location
- Inform the WRDSB International Admissions office and follow all Public Health guidelines.

#### 5. Making mental wellness and support a priority

The goal is to keep students engaged while in quarantine and socially connected to friends and family.

The Custodian will:

- Communicate with your student regularly throughout the day by phone, text message, FaceTime or other forms of safe communication
- Be accessible by phone, text message, FaceTime and other forms of safe communication
- Providing social, emotional support as necessary
- Encourage students to download the keep.meSAFE app (<https://www.guard.me/keepmesafe.php>) to their phones for mental health support and access to a counsellor at any time
- Ensure student has access to counsellor through Study Insured Plan (Appendix 2)
- Discuss their general well-being/ask about specific needs
- Offer and support them in remaining engaged during quarantine
- Remind students to stay in touch with their family at home to let them know how you are doing.

#### Section D: Custodian Acknowledgement

**I acknowledge that I have read, understand and agree to comply with all aspects of the Custodian Protocol and Acknowledgement document as indicated by my signature below.**

Student Full Name:

Custodian Full Name: \_\_\_\_\_

Application File Number: \_\_\_\_\_

Signature: \_\_\_\_\_

Date (MM/DD/YY): \_\_\_\_\_

## Appendix 1: WRDSB International Student Resource Guide

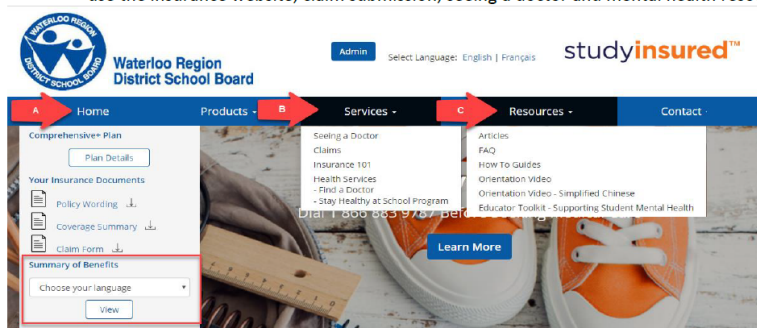


### WRDSB International Student Insurance Resource Guide

Since 1999, Noble Wealth Financial Inc. has been providing professional insurance services to individuals and families of all stages. We work in partnership with WRDSB to provide professional insurance services for international students.

Please find below some resources regarding your insurance plan.

1. **Your policy number:** Found on wallet card: 3 letters + 3 digit group number + 6 digit policy number
2. Bookmark Study Insured WRDSB website: <https://www.studyinsured.com/wrdsb/en>
  - A. To download a summary of benefits in your language
  - B. **Services:** access to online claim form and find a doctor near you
  - C. **Resources:** Download the how to guide in your language for more information on how to use the insurance website, claim submission, seeing a doctor and mental health resources



3. Intrepid 24/7 Emergency Assistance phone number
  - Canada & USA: 1-866-883-9787 • Worldwide: 1-416-640-7865
  - Mental Wellness: 1-877-234-5327
4. Mental Wellness App
  - Multilingual, confidential and secured helpline directly from phone
  - Search for iAspiria in Apple App Store or Google Play. Once downloaded, enter code: SIMW
5. MSH Navigator
  - All in one mobile app to access your insurance wallet card, policy wording and benefits summary
  - Search for MSH Navigator in Apple App Store or Google Play. Complete information to create account. Use group code: **wrdsb**. Check your email address for email to confirm your account.



6. Accompany Parents/Guardians or Have Family Visiting?
  - Contact us for details on travel insurance for them!

**Noble Wealth Financial Inc.**

7 Willow St, Waterloo ON, N2J 1V6 – (519) 885-8786 - [travel@noblewealthfinancial.com](mailto:travel@noblewealthfinancial.com)

*Always taking care of you!*



## Appendix 2: WRDSB International Student StudyInsured Mental Wellness Wallet Card

study**insured**™

### MENTAL WELLNESS PHONE LINE

FREE - PRIVATE - AVAILABLE 24/7

**WHATEVER IT IS, WE'RE HERE TO LISTEN.**



Life is a struggle sometimes—and that's okay. Call the mental wellness phone line to connect with a counsellor who will offer support and guidance.

- **FREE and available 24/7, day or night**
- **Available in over 180 languages**
- **Video chat and in-person counselling, where available**
- **100% private and confidential:** your conversation is private between you and your counsellor, and will not be reported to your insurance company, your school, or your parents

Brought to you by StudyInsured™ and Aspira, Canada's leading provider of counselling services

study**insured**™
Aspira

**MENTAL WELLNESS PHONE LINE**  
FREE - PRIVATE - AVAILABLE 24/7

**1.877.234.5327**

1. Call at any time, day or night
2. Select 1 for English; 2 for French
3. Select 3 for the StudyInsured Student Assistance Line
4. You will be connected with a counsellor for a private and confidential conversation

You can request any language when you are connected

Keep this wallet card handy for future reference.

#### DOWNLOAD THE FREE IASPIRIA MOBILE APP TO...

- learn from self help tools and other resources
- book appointments via the app's scheduling function
- call the phone line directly

#### TO LOG IN:

- select Student
- enter code SIMW



## Appendix 3: WRDSB International Student StudyInsured Sidekick Card

Receive your  
**studyinsured™**  
claims payment on  
a SideKick Card!

No more waiting to cash a cheque.  
Have your claims payment issued to  
your SideKick for immediate spending!

It's simple like 1, 2, 3...



**1**

Select SideKick for your payment option on the claim form.

**2**

Look for the email from SideKick to set up your SideKick App and activate your card.

**3**

You will be notified once your approved claim amount has been added to your SideKick Card.



**Easy to Use**

Receive your claims payment to your card, check your balances, and track each transaction through the SideKick App.



**Receive Money Quickly**

Receiving money from StudyInsured claims is fast and easy. No need to have a bank account in Canada.



**Use it Anywhere**

Use your SideKick Card anywhere Visa is accepted, in-store or online.



**Secure & Reliable**

Instantly lock or unlock the card if misplaced or lost. Money is restricted until the card is found or a new card is received.


Learn more at  
[SideKickCard.com/StudyInsured](https://SideKickCard.com/StudyInsured)

**SIDEKICK**


SideKick is a dynamic prepaid card that also allows your parents to securely load money from their home country for you to safely spend in Canada. Have your parents visit [SideKickCard.com](https://SideKickCard.com) for more information!

## Appendix 4: WRDSB International Student MSH Navigator Quick Reference Guide

**QUICK REFERENCE GUIDE FOR STUDENTS**




### GETTING STARTED WITH



## MSH Navigator™

1. Search for "MSH Navigator" and download the app from the App Store or Google Play.
2. Open the app and tap Create an account.
3. Enter the group number your school has given you.
4. Fill in your information and press OK.
5. Confirm your email address by clicking the link sent to your email. (Note: Check your spam folder.)
6. **DISCOVER AND STAY SAFE!**



**NOTE:**  
Make sure your location services are turned on.

Health

Submit a Claim

Alert

Health Care Facilities

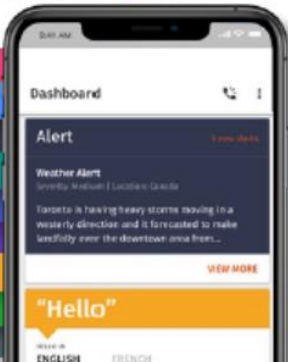
Itinerary

Embassy

Destination Guides

Currency Converter

Security



BROUGHT TO YOU BY **studyinsured™**

The Federal Government of Canada requires international students under the age of 18 in Ontario (the “**Student**”) to have a Canadian custodian in place while studying in Canada if no parent is accompanying the Student. At the Waterloo Region District School Board (WRDSB), the Student’s custodian may be a relative, a family friend or personnel from a private company (referred to as “**Custodian**”). The Custodian must understand and agree to follow protocols regarding quarantine requirements provided in the **WRDSB International Student Pre-Departure, Travel, Arrival and Quarantine Guide**.

If the Student is travelling with a parent, the parent must agree to follow the protocols outlined in this acknowledgement. These protocols include provisions for transportation, quarantine location, COVID-19 testing, and medical care.

Due to the Covid-19 pandemic, it is essential that local Custodians understand protocol requirements and that they help the Student(s) in their care understand and comply with arrival and quarantine requirements issued by Canadian federal and provincial governments. Failure to comply with these requirements may be in violation of the [Quarantine Act](#) and could result in fines or jail time.

It is the Custodian’s responsibility to understand and attest that s/he understands the following protocols:

- International Students and family members (if any) must **quarantine for 14 days** from the date they arrive in Canada in accordance with the Quarantine Guide.
- International Students and family members (if any) must be met by the Custodian at the point of entry. Protocols for **physical distancing, masks and hand hygiene** must be followed at all times. The Custodian must provide student(s) and family with a new mask that meets [provincial requirements](#).
- International Students and family members (if any) must travel in **private transportation (one student/family per vehicle excluding taxis and Uber)** from point of entry to the quarantine location directly, **without stopping on the way to the quarantine location unless for medical emergencies**. Students and accompanying family members must wear a [suitable](#) mask/face covering while in transit.
- International Students and family members (if any) must have a suitable place for quarantine that meets Quarantine Guide requirements and the following criteria:
  - Has necessities of life (**food, water, sanitation, Internet, access to health care**) without leaving quarantine for 14 days;
  - Students and family members (if any) have a private bedroom and a private bathroom;
  - The quarantine location is not a group living environment;
  - The location is not shared with those who are 65 years or older or who have underlying medical conditions or compromised immune systems (e.g. lung/heart disease, cancer, and diabetes) unless the person is a co-arriving family member who will be quarantined with the Student.

During the quarantine period, the Custodian will **book a COVID-19 test** for the Student and arrange private transportation (one student per vehicle). The Custodian will accompany the Student to and from the testing location. If the Student does not display any symptoms, s/he must have passed their 14-day quarantine period PRIOR to accessing



testing at an assessment centre or participating pharmacy. If the Student displays symptoms, s/he should be tested as soon as possible at an [assessment centre](#). Pharmacies cannot provide testing for symptomatic individuals.

- The Student and his/her Custodian must wear a mask and keep social distancing (2 meters apart from others) and limit any unnecessary contact with any other person while outside of quarantine site for testing. While waiting for the results, Students should remain in quarantine and the Custodian or Service Provider should continue to monitor the Student and complete their daily screening.
- During the quarantine period, the Custodian must help their Student complete the daily [Symptom Screening](#) and communicate this information with the WRDSB International Admissions via email to [international@wrdsb.ca](mailto:international@wrdsb.ca). The Custodian must seek medical advice or care if needed by contacting Telehealth or medical clinics and/or StudyInsured (insurance company). Students can access Keep.meSAFE program for mental health support.
- Following the quarantine period, the Custodian must notify the WRDSB International Admissions office by email that the student has obtained a negative COVID-19 test result.
- Once the Student begins to attend school, the Custodian must help their Student(s) complete the daily [COVID-19 School Screening](#) tool before they attend in person classes.
- If a Student displays symptoms of COVID-19, s/he must follow the direction provided through the Screening tool. Custodians must notify the school and the International Admissions Office immediately.

By signing below, the Custodian acknowledges that s/he has read, understands and will adhere to the protocols stated above. The undersigned attests and acknowledges that s/he has received or electronically accessed a copy of the WRDSB International Student Arrival Protocol and has read and understood this document as an additional reference to the WRDSB expectations for Custodian care.

Student Name (Print): \_\_\_\_\_

Application File Number (AF#): \_\_\_\_\_

Custodian Name (Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Self-Isolation upon arrival in Canada is a requirement of the Quarantine Act and is not optional. Please review, check boxes to indicate your agreement, sign and keep this copy to provide to Canadian Border Services when arriving in Canada.

A signed copy of the 2 pages of this form must be emailed to [international@wrdsb.ca](mailto:international@wrdsb.ca) prior to your departure.

- ☐ We have read in full, understand and agree to comply with the requirements in this **Protocols for Pre-Departure, Travel & Arrival into Canada** document.
- ☐ We confirm the student has a suitable place to isolate where they will have access to necessities such as food and medication.
- ☐ We are aware that any violation of the [Quarantine protocol](#) will result in being removed from the WRDSB.
- ☐ We are aware of the student's requirement to comply with the Government of Canada's **Quarantine Act** and local public health authorities, and the serious consequences/penalties for not complying with the Act.
- ☐ We confirm the student has registered using the ArriveCAN App.
- ☐ We confirm that the student has appropriate medical insurance, effective as of the date of arrival in Canada, which includes coverage for COVID-19 during the quarantine period.
- ☐ We confirm the student will go directly to the place of quarantine, without stopping anywhere and remain there for 14 days.
- ☐ We confirm the student will not go to school, work, or other public areas and community settings during the quarantine period.
- ☐ We confirm the student will not have visitors, and will stay in a private place such as yard or balcony for fresh air (if available).
- ☐ We confirm the student will remain a distance of at least 2 meters from others.
- ☐ We confirm that the student will provide a negative COVID-19 test result prior to starting enrolment with the WRDSB.

We confirm the student will be monitored for symptoms of COVID 19 and if symptoms develop, medical attention will be sought and prescribed treatment(s) will be followed and the quarantine period will be extended an additional 14 days following the appearance of symptoms.

Student Name: \_\_\_\_\_

Application File Number (AFN): \_\_\_\_\_

Signature: \_\_\_\_\_

Date (MM/DD/YY): \_\_\_\_\_

Custodian Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date (MM/DD/YY): \_\_\_\_\_

This addendum to the Waterloo Region District School Board's International Student Agreement is in recognition of additional terms necessitated by the COVID-19 global pandemic.

### 1. Increased Risks

International travel experiences, such as participating as an International Student, involve certain elements of risk that are more prevalent at this time in light of the ongoing global pandemic. Injuries, illness, or other losses may occur while participating in these activities. The following list includes, but is not limited to, examples of the risks that are increasingly prevalent at this time:

- Risk of contracting of COVID-19 during travel or while in Canada;
- Risk of prolonged illness, injury and/or disability resulting from the contraction of or complications from COVID-19 treatment/medical intervention;
- Risk of illness and/or loss resulting from self-isolation, social distancing and/or pandemic related public health restrictions;
- Sudden and unexpected adjustment to academic programming including but not limited to a transfer to a virtual learning environment should an outbreak of COVID-19 necessitate limits to entry or closure of school buildings;
- Sudden and unexpected adjustment to living circumstances, including but not limited to immediate relocation caused by COVID-19 health concerns;
- Sudden and unexpected changes to experiential learning resulting from an outbreak of COVID-19;
- Unexpected costs related to travel restrictions including limited flight availability or border closures;
- Unexpected time in Canada related to COVID-19 outbreaks.

Losses incurred as a result of the above risks can occur without any fault of the Student, the WRDSB and its trustees, officers, employees, and agents.

### 2. Expectations of Students for COVID-19 Testing

WRDSB staff will keep you informed about any need for testing for COVID-19, but you should also monitor requirements carefully prior to travel at <https://travel.gc.ca/travel-covid>. COVID-19 testing may be required in some cases to obtain a visa, to board planes, to transfer in jurisdictions on route to Canada or upon arrival in Canada. Costs for COVID-19 testing are the responsibility of the Student. A negative COVID-19 test is required prior to attendance in a school of the WRDSB. The Student will be required to disclose personal health information to employees and/or agents of WRDSB and provincial or municipal health authorities in order to facilitate compliance with provincial law and allow for monitoring during the quarantine period.

### 3. Fee Adjustment

The WRDSB International Student fees will not be reduced in consideration of changes to the program, including duration changes resulting from an early departure date from Ontario, Canada or adjustments to the delivery model for



academic programming. Students and parent/guardians understand that reduction of the program length does not result in any reduction of program costs. Costs associated with self-isolation/quarantine are the responsibility of the Student and parent/guardian. Should the Student be required to extend their stay in Canada, which increases associated costs as a result of contracting COVID-19 and/or as a result of a COVID-19 outbreak, the Student and parent/guardian agree to assume any and all additional costs. The Student and parent/guardian agree to indemnify and hold harmless the WRDSB and its officers, trustees, directors, employees and agents of any and all additional costs that may be associated with an extended stay.

#### 4. Cancellation

At any point, and even after confirmation of the final date for travel to Canada, circumstances may change such that the program may be cancelled or may be cancelled earlier than expected. In this case, any refund amounts, if applicable, will be determined by the terms indicated in [the WRDSB Refund Policy \(www.wrdsb.ca/register/international-students/refund-policy\)](http://www.wrdsb.ca/register/international-students/refund-policy).

The Student and parent/guardian are responsible for any travel costs and are advised to consider the purchase of trip/travel cancellation insurance. The Student and parent/guardian agree to indemnify and hold harmless the WRDSB, its officers, trustees, directors, employees and agents of any and all additional costs that might be associated with additional travel requirements or travel cancellation.

#### 5. Medical Insurance

Medical costs associated with care for any Student who contracts COVID-19 while in Canada during the International Admissions program are the responsibility of the medical insurance carrier, which is included in fees paid for enrollment in the WRDSB International Student Program. Costs related to parent(s)/ guardian(s) choosing to travel to Canada to care for an ill Student are the parent(s)/guardian(s)' responsibility. Please refer to [www.studyinsured.com/wrdsb/en](http://www.studyinsured.com/wrdsb/en) for detailed coverage information. Students and parents/guardians are encouraged to explore and consider supplemental medical and/or travel insurance.

#### 6. Pre-Arrival

Currently, before arrival in Canada, all international students and accompanying family members must complete:

- (1) A 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;
- (2) The Canadian government's ArriveCAN application (available on line [here](#)).
- (3) Documentation of a negative COVID-19 polymerase chain reaction (PCR) laboratory test result, taken with 72 hours of departure, must be presented to the airline. This test does not eliminate the requirement for self-quarantine and all travelers must complete their full, mandatory 14-day quarantine period. Proof of vaccination will not replace a negative test result.

## 7. 14-Day Quarantine on Arrival to Canada

At the direction of the Government of Canada, all travelers arriving in Canada must plan for a mandatory 14-day quarantine period, which start on the date of arrival in Canada. Proof of a negative COVID-19 test or proof of vaccination will not remove the need for self-quarantine.

If the Student is not completing their 14-day quarantine with an established homestay provider such as Canada Homestay Network or MLI homestay, any costs and expenses associated with quarantine options are the sole responsibility of the Student and the parent/guardian.

Compliance with quarantine requirements are also the sole responsibility of the Student and the parent/guardian.

WRDSB staff will remain in contact with Students during the 14-day quarantine period and will provide Students with a 14-day activity guide to follow while in quarantine.

The Student and parent/guardian agree to indemnify and hold harmless the WRDSB, its officers, trustees, directors, employees and agents of any and all additional costs and expenses that might be associated with the quarantine options. This includes, but is not limited to, the costs of hotels, meals, travel and costs related to non-compliance by the Student with the requirements of quarantine as communicated by the Government of Canada, the Government of Ontario and Municipal government upon the Student's arrival in Canada.

## 8. Participant and Parent/Guardian Declaration:

Please read the declaration on the following page and send the document, signed and dated, to [international@wrdsb.ca](mailto:international@wrdsb.ca) prior to departure for Canada.

In consideration of the Student's enrolment and participation in the WRDSB International Student Program and additional information that the WRDSB shall be provided to ensure that travel and quarantine arrangements are made in appropriate and timely manner, each of the Student and his/her parent(s)/guardian(s) hereby:

- A. Give Permission for the Student to participate in the WRDSB International Student Program
- B. Acknowledge and agree to have read the above and accept that by participating in the WRDSB International Student Program, they assume all risks of illness, injury, loss, damages, costs and expenses identified herein.
- C. Acknowledge and agree to solely and without the guidance of WRDSB make any quarantine arrangements required following travel to Canada and take any and all responsibility for the costs and risks associated with the required quarantine upon arrival;
- D. Acknowledge and agree to indemnify WRDSB for any additional costs and expenses related to quarantine and/or a prolonged stay or additional travel;
- E. Acknowledge and agree to indemnify WRDSB for any additional costs and expenses related to quarantine and/or a prolonged stay or additional travel;
- F. The Student and parent/guardian acknowledge and consent to the Student disclosing and to WRDSB to collect, use and disclose personal health information. The collection, use and disclosure of personal health information shall be in accordance with the provision of services identified here and the WRDSB Addendum to the Student Agreement and consistent with the expectations of Provincial Law. Any questions regarding the collection, use and disclosure of personal health information belonging to the Student may be directed to [privacy@wrdsb.ca](mailto:privacy@wrdsb.ca)
- G. Acknowledge and agree that the consequences of any breach by the Student of these terms may include, but not be limited to:
  - a. The sickness and/or death of the Student and others, without recourse to the WRDSB;
  - b. Immediate expulsion of the Student from academic programs offered by the WRDSB without recourse, refund or credit of any fees;
  - c. The Student being responsible for completing their quarantine and/or self-isolation period accommodation at the Student's expense, subject to the approval of the local Public Health Authorities and/or the Chief Public Health Officer of Canada; and
  - d. The Student being subject to additional penalties under Canada's Quarantine Act and/or as may be required by Provincial and/or Municipal Health Authorities.

H. Declare the information provided is complete and correct to the best of their knowledge; and that any incorrect or incomplete information by the Student, his/her parent(s)/guardian(s) represents a breach of this application.

I. Acknowledge and agree that this document is provided in English with their consent and without recourse.

**Signed by the Student and the Student's parent(s)/legal guardian(s):**

**Student**

Full Name: \_\_\_\_\_

Application File Number (AFN): \_\_\_\_\_

Signature: \_\_\_\_\_

Date (MM/DD/YY): \_\_\_\_\_

**Parent/Legal Guardian**

Full Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date (MM/DD/YY): \_\_\_\_\_

Relationship: ☐ Mother ☐ Father ☐ Legal Guardian ☐ Other (please specify) \_\_\_\_\_

**Parent/Legal Guardian**

Full Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date (MM/DD/YY): \_\_\_\_\_

Relationship: ☐ Mother ☐ Father ☐ Legal Guardian ☐ Other (please specify) \_\_\_\_\_

## WRDSB International Student 14-Day Quarantine Plan and Checklist

Prior to departure, the following document must be completed, reviewed and signed by

- The International Student planning travel to the Waterloo Region for education purposes
- The international student's parent(s) or legal guardian(s)
- The Waterloo Region based custodian

It must be submitted and approved by a representative of the WRDSB International Admissions program. An electronic version must be provided to the student, their family, the custodian and the WRDSB International Admissions representative.

### Part A: Living Accommodations – 14 Day Quarantine

1. Identify the option the family/custodian have agreed upon

\_\_\_\_\_ Option 1: Student quarantines in custodian home

\_\_\_\_\_ Option 2: Student quarantines in local 'Safe Stay' hotel

2. Provide Address Information

Hotel Name/Room Number: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Main Telephone Number: \_\_\_\_\_

3. Quarantine Duration

Expected Start Date: \_\_\_\_\_

Expected End Date: \_\_\_\_\_

4. Describe the living accommodations including:

- a) Who lives in the custodian home

# People: \_\_\_\_\_

Ages: \_\_\_\_\_

- b) State which rooms are separate (only the student will use) and which are shared (used by others in the family).

Room	Separate	Shared
Bedroom	_____	_____
Bathroom	_____	_____
Kitchen	_____	_____
Laundry Room	_____	_____
Living Room	_____	_____
Dining Room	_____	_____
Outdoor Space	_____	_____

c) Will the student have 24/7 access to Wi-Fi?                      Yes              No

d) List special measures taken to support a safe and healthy quarantine (*such as: cleaning, access to PPE/sanitizer, safety from pets and others...*)

### Part B: Transportation from Airport to Quarantine Site

Describe the plans made to transport the student safely from the airport to the quarantine site including:

- Type of transportation
- Date/time of pick up
- Pick up location
- Name of person transporting student
- Student/Driver PPE requirements and safety protocols during transportation

--

### Part C: Custodian Contact Information

Custodian and Secondary Contacts	
The Custodian “key contact” is the adult solely responsible for caring for the student while in quarantine (providing meals, taking away dishes, being the point of contact, etc.)	
<b>Custodian Key Contact Name</b>	
<b>Custodian Key Contact Phone #s</b>	Home / Cell / Work
<b>Custodian Key Contact Email</b>	
<b>Custodian Key Contact Skype/Google Meet</b>	
<b>Secondary Contact Name</b>	
<b>Secondary Contact Phone #s</b>	Home / Cell / Work
<b>Secondary Contact Email</b>	
<b>Other Emergency Numbers</b>	For emergencies: 9-1-1 For non-urgent medical questions: 8-1-1 To access WRDSB support email: <a href="mailto:international@wrdsb.ca">international@wrdsb.ca</a>

<b>Alternate emergency procedure</b> (e.g. Leave house immediately with a face mask and knock on a neighbour's door)	
---	--

<b>COMMUNICATION PREFERENCES</b>	
<b>When Key Contact is Home</b>	Phone, email, Skype
<b>When Key Contact is Away</b>	Phone, email, Skype

<b>KEY CONTACT WEEKLY WORK / AWAY-FROM-HOME SCHEDULE</b>	
<b>Sunday</b>	<i>i.e. Typically home most of the day</i>
<b>Monday</b>	<i>i.e. 8:30 a.m. to 4:30 p.m.</i>
<b>Tuesday</b>	
<b>Wednesday</b>	
<b>Thursday</b>	
<b>Friday</b>	
<b>Saturday</b>	

#### Part D: Daily Meal Schedule and Process

<b>DAILY MEAL PROCESS / APPROXIMATE SCHEDULE</b>	
<b>Drop-off Process</b>	<i>i.e. Meals will be placed outside door, followed by a knock</i>
<b>Dish Pick-up Process</b>	<i>i.e. Leave dirty dishes outside door and call or email for pick-up</i>
<b>Breakfast</b>	<i>i.e. Between 8 a.m. and 9 a.m.</i>
<b>Lunch</b>	
<b>Dinner</b>	
<b>Process if host not home to drop-off meals</b>	<i>i.e. Meals will be made and left in the fridge for quick access to bring back to their room (touched surfaces must be wiped down by the student)</i>

#### Part E: Shared Space and Sanitization Safety Protocols

<b>BATHROOM PREFERENCES</b>	
<b>Expected Cleaning / Sanitization Frequency</b>	<i>i.e. Disinfect the counter, taps, sink and any other surfaces touched before leaving; Bring towels back to your bedroom after every usage; Bring toiletries back to your bedroom after every usage</i>



**LAUNDRY PREFERENCES**

As per the Public Health Agency of Canada, those in quarantine should wash and fold their own laundry

<b>Laundry Frequency</b>	<i>i.e. Immediately upon arrival and once per week thereafter</i>
<b>Expected Cleaning / Sanitization Frequency</b>	<i>i.e. Disinfect all surfaces touched before leaving</i>

**GARBAGE PREFERENCES**

<b>Process / Frequency</b>	<i>i.e. Put outside the bedroom door in a plastic bag once per day</i>
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**BEDROOM PREFERENCES**

<b>Process / Frequency</b>	<i>i.e. Do not invite guests into your bedroom. Disinfect all surfaces touched when leaving and after returning from bathroom and outdoor/other shared spaces;</i>
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**OTHER**

<b>Process / Frequency</b>	<i>i.e. State location and requirements</i>
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**Part F: Special Covid-19 Quarantine Requirements**

Students are expected to provide the following:

- Their own toiletries
- 60 disposable, non-medical grade supply of masks
- 1 large bottle of quality hand sanitizer
- 1 box of nitrile gloves
- Thermometer
- Supplies and music to support themselves during self-quarantine

### Part G: Custodian Acknowledgement

As the custodian to a WRDSB International Student, by signing this agreement, I acknowledge that all aspects of the above Quarantine Plan will be in place to support the health and well-being of the student and others in the custodian home.

Student Full Name: \_\_\_\_\_

Custodian Full Name: \_\_\_\_\_

Application File Number (AFN): \_\_\_\_\_

Signature: \_\_\_\_\_

Date (MM/DD/YY): \_\_\_\_\_

### Part H: Student Acknowledgement

As a WRDSB International Student, by signing this agreement, I acknowledge that I understand and will follow all aspects of the above Quarantine Plan that are put in place to support my health and well-being and others in the custodian home.

Student Full Name: \_\_\_\_\_

Custodian Full Name: \_\_\_\_\_

Application File Number (AFN): \_\_\_\_\_

Signature: \_\_\_\_\_

Date (MM/DD/YY): \_\_\_\_\_

Below you will find resources that will help you if you are struggling with your mental health. In Canada, seeking help for mental health challenges is encouraged, and medical professionals acknowledge and respect those seeking help. There is no shame in seeking support.

The Waterloo Region District School Board has a Strategic Plan for supporting all students with mental health. You can access many resources on our website at <https://www.wrdsb.ca/our-schools/health-and-wellness/public-health-information/novel-coronavirus-covid-19-information/mental-health-resources/mental-health-supports-and-resources-for-students/>

### Self-Care 101 for Students

Self-care is an important part of wellness and even more important when we go through difficult and stressful times in our lives. Take time to look after yourself so when difficult situations happen, you have the necessary energy, resources and strategies to help you get through it!

[Self-Care 101 for Students](#) by School Mental Health Ontario (SMHO)



### Reaching Out

A resource to support student help-seeking by showcasing different ways to start the conversation with a trusted person and what to expect after reaching out. There's no problem #TooBigOrTooSmall to ask for help.

[Reaching Out](#)



### COVID-19 Youth Mental Health Resources Hub

An online hub of resources to help you take care of yourself and look out for the people you love during this challenging time. To check this out [click here](#). [Jack.org](#), [School Mental Health Ontario](#) and [Kids Help Phone](#) have partnered to bring you all information needed in an easy-to-access hub so you are able to easily access the education, tools, support and reliable information you need. To go to this hub [click here](#).

### My Back-to-School Checklist during COVID-19

Kids Help Phone's [checklist](#) can help students adjust with changes to their school year during the COVID-19 pandemic. Students can check off the things that are relevant to/ possible for them as they prepare for attending school.



*Q: What can I do to take care of my mental health during the COVID-19 pandemic?*

Here are some everyday mental health strategies that can help.

**Focus on healthy habits and routines.** Some things we do for our physical health, like getting enough sleep, eating well, exercising and minimizing screen time, are also good for our mental health.

**Do things you enjoy as much as you can.** Even if you are not leaving your house frequently, there may be a hobby you could try. (What makes you happy may not be what others find fun, and that's okay!).

**Notice the good things.** It's easy to get caught up in the negatives that happen in life. Instead, look for the positives each day, even in situations that might seem bad—like a pandemic. For example, there are many stories about people helping neighbours and spreading positive messages.

**Stay connected.** Even with physical distancing, you can still maintain social connection. Chat with your family members. Call a friend or video chat. You could try a group video chat with multiple friends. Remember, your friends and family are in a similar situation as you so you can lean on each other.

*Q: How do I know if I should reach out for help about my mental health?*

These questions can help you decide whether to ask for help.

- Is how I'm thinking, feeling, or acting different for me? A change from how I used to be?
- Are my thoughts, emotions or actions affecting my everyday life negatively?
- Have I been feeling this way for some time, like more than a week?
- Am I dealing with my problems in unhealthy ways?
- Am I carrying too much by myself?

If you answered yes to any of these questions, connect with an adult who can help. Reaching out can prevent problems from getting worse.

*Still not sure?*

If you're wondering if you might need help with your mental health, you can always speak to a trusted adult like a teacher or school staff, parent/homestay guardian, relative, faith leader, Elder, coach, etc.

You can also connect with a Mental Health Professional such as your school's Social Worker or another support professional. Adults in your school can help you connect with these caring adults.

You can also call Kids Help Phone and speak to a trained counselor to see if getting more help might be a good idea. Speak with a counsellor any time of any day by calling 1-800-668-6868 or texting CONNECT to 686868.

Children's Mental Health Ontario agencies are open and provide support to children and youth virtually and by phone. No physician referral is required and no OHIP card is necessary to access services. Find a Children's Mental Health Centre in your community.

**If you are having thoughts of suicide:**

**Ask for help if you are having thoughts of suicide or harming yourself. There is always hope, and there are people ready and wanting to help. Tell a caring adult that you need help.**

If you need immediate assistance, here are some options:

- **Call 911**
- **Call Kids Help Phone** at **1-800-668-6868** or text **CONNECT to 686868**. Children and teens can speak with a counsellor 24/7 by calling for free from anywhere in Canada. or go online to their website ([www.KidsHelpPhone.ca](http://www.KidsHelpPhone.ca))

Adapted from School Mental Health Ontario (SMHO – [www.smho-smso.ca/](http://www.smho-smso.ca/))

### How to Support Your Child's Mental Health during COVID-19 and the Return to School

During these challenging times, you may be worried about the mental health and well-being of your child(ren) and of any international students' residing in your care. You may notice that they are anxious or unsettled, and perhaps have told you that they are worried about someone in their family getting the virus. They may be confused about why usual activities are disrupted or may be disappointed to miss something that they were looking forward to. All of these things are very natural at this uncertain time.

### How can I keep my child or teen mentally well during the COVID-19 pandemic?

As parents and as guardians who are caring adults, the best thing we can do is maintain communication with our children and teens in our lives and to be patient and understanding.

The following tips can help to provide a reference to keep in mind. Of course, you know the child(ren) or youth best in your home, so consider these tips based on your own family situation.

- **Be patient and understanding.** Think back to when you were a teen and how important your social connections were (and likely still are!). Teens are dealing with less social contact and cancelled events. This can be upsetting. Try to be patient and understanding – try not to minimize their feelings. Instead, listen and express compassion.
- **Encourage balance.** Some teens may turn to Netflix, social media or gaming as a distraction from the day-to-day reality of social distancing—this is to be expected and you may find you are looking for distractions yourself. Taking breaks from screen time is helpful. Too much social media exposure can have a negative impact on mental health. It's a good idea for all of us to prioritize wellness as much as possible at this time. Try to encourage regular sleep habits. You could invite your teen to get outside for daily walks with you, or to do some cooking together.
- **Pause before talking.** With so much news coverage and talk about COVID-19, over exposure is very possible. You can provide a break for your teen by not discussing the situation in front of them unless they want to talk about it.
- **Listen and provide reassurance when you can.** Some teens may be worried about the health of their friends and family members, about the size of the pandemic locally and globally, or about lost class time and their ability to complete courses. If they express concerns to you, listen to their concerns and try to provide reassurance. You can talk about how measures are in place to keep people safe, how you've prepared as a family, and how life will return to normal. For teens who are concerned about lost class time and completing courses, reassure them that school staff understand and appreciate their concern. Tell them more information will come and you'll work through it together.

### My child has worries and fears about returning to school. How can I support them?

- First, it's important that parents and guardians are able to recognize and acknowledge their own feelings about return to school plans in order to support their child's or youth's emotions. This is a very difficult time for everyone. Ensuring you have your own support system that you can share your feelings with will be important to be able to lend your calm to your child.
- Second, worry and fear will be common feelings for many upon return to school. Listen intently to your child's or youth's feelings, validate these feelings as normal and understandable, provide reassurances to help them feel safe, and focus on some of the positive aspects of returning to school (like being with friends and teachers again).

Most importantly, always do your best to lend a calm and caring presence to your child. This will help them find their calm.

For more tips on how to support the well-being of a child or youth in your home, please go to SMHO's COVID-19 Resources

[Tip Sheet for Parents and Families: Supporting Mental Health and Wellness during the Return to School](#)

[Noticing Mental Health Changes in Your Child \(Youth\)](#)

### **What are the signs my child or teen might be struggling with their mental health?**

Sometimes changes in behaviour or emotions are a sign that students need more support for their mental health.

Here are some signs to watch for:

- Changes in behaviour or emotions that seem out of proportion even with the current circumstances (e.g., angry outbursts, depressed mood, a sense of panic).
- The changes last most of the day, every day.
- The changes last for a sustained period (e.g., more than a week).
- The changes seem to interfere with your child's or teen's thoughts, feelings or daily functioning – for example, they may not do activities they normally enjoy, they are crying more than usual, or they may not interact with you as much as they usually do.
- Your child or teen tells you they are feeling sad or anxious a lot.
- If your child expresses thoughts of hurting them self or engages in suicidal behavior, seek help from a mental health professional immediately (see emergency protocols above and below).

To learn more about how to support the youth in your to home with activities that promote their well-being and to engage in self-care, go to SMHO's Resources specifically about:

- [Reaching out](#) (help-seeking) - showcasing different ways to start the conversation with a trusted person and what to expect after reaching out
- [Self-Care 101 for Students](#) - Self-care is an important part of wellness. Take time to look after yourself daily so that when difficult situations happen, you will have the necessary energy, resources and strategies to help you get through it!



# START

## DAY 1

[Take a virtual tour of the Canadian Parliament](#)

[Do one of these great online workouts](#)

[Play an English language game](#)

## DAY 2

Put on your favourite song and create a dance or a workout routine

[Take a Canadian citizenship quiz](#)

[Watch a video about Canadian slang](#)

## DAY 3

[Have fun taking a food quiz](#)

Stand on your right leg and lift your left knee at a 90 degree angle. Touch your toe without falling repeat 10 times then switch sides.

[Listen to our national anthem Oh Canada](#)

## DAY 4

[Do a virtual scavenger hunt](#)

[Take advantage of some free language learning apps](#)

[Do an online workout from the YMCA](#)

## DAY 9

[Try another yoga practice](#)

[View a science museum exhibit Canada Under the Stars](#)

[Learn about Ontario and take a quiz](#)

## DAY 8

[Listen to a great song about Canada](#)

Empty your mind before you go to bed by writing a note about what you are thinking and leave it for tomorrow.

[Check out these short and fun English lessons](#)

## DAY 7

[Check out the National Film Board of Canada to view wonderful Canadian films](#)

[Learn some fun facts about Canada](#)

[Try another online workout!](#)

## DAY 6

Do the following fitness intervals: 10 squats; 10 broad jumps; 10-second sprints; 10 pushups; 10 sit-ups

[Try a fun spelling quiz](#)

[Learn about the Canadian artists The Group of Seven, and view their art](#)

## DAY 5

[Explore Waterloo Region virtually](#)

[Try a yoga workout](#)

[Watch archived concerts from the Toronto Symphony Orchestra](#)

## DAY 10

[Take a fun quiz about Canadian celebrities](#)

[Choose an online workout](#)

[Take a virtual visit to the Royal Ontario Museum](#)

## DAY 11

Do: 10 Arm Circles front & back; 10 forward punches; 10 Raise the Roofs; Repeat 3x

[View a Photo Stories Canada exhibit](#)

[Complete 5 English language games](#)

## DAY 12

[Watch a Stratford Festival play online](#)

[Try a workout that you have never done before](#)

[Learn some fun SMS English](#)

## DAY 13

[Watch a Tragically Hip Concert](#)

[Take a virtual field trip of our museums, located in Waterloo Region](#)

[Take a Canadian geography quiz](#)

## DAY 14

**Get ready to end your quarantine tomorrow!**

Clean your room; plan 5 things you want to do; [review how safely go out during COVID-19](#); celebrate your resilience!

# FINISH!

- Get into healthy sleeping habits; do not stay up all night or sleep all day.
- Stop using technology (phones, computers, tablets) at least 1 hour before bedtime.
- Stay active mentally and physically during the day.
- Practice good personal hygiene, shower regularly and wear clean clothes.
- Drink plenty of water and eat a healthy diet.
- **WRDSB School Readiness Plan** Keep your room clean, spend some time everyday tidying your space and staying organized.

- Communicate regularly with your host family.
- Remember to keep in contact with your family and friends back home.
- Reach out if you need support – we are always here to talk!

Email us at [international@wrdsb.ca](mailto:international@wrdsb.ca)



Waterloo Region  
District School Board



## Post 14-day Quarantine Period

All international travelers must complete a 14-day quarantine upon arrival to Canada. This protocol outlines the WRDSB's expectations and requirements for both International Students and Custodians in Canada to manage this period safely and smoothly.

The WRDSB's first priority is the health and safety of our International Students and local communities. We are also obligated to follow the regulations and recommendations of various authorities, including the Government of Canada, provincial and local public health authorities.

Before their arrival in Canada, all international travelers must complete:

- A Self Isolation Plan to satisfy current Canadian government travel restrictions concerning COVID-19, which require travelers arriving in Canada to quarantine for 14 days; and
- The Canadian government's ArriveCAN application (available online at <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html>)

Failure to satisfy these requirements is a breach of the WRDSB Student Agreement and recommendations of various Canadian governmental authorities. The International Student may also be subject to other penalties prescribed by the Canadian federal government and other Canadian provincial and local Health Authorities (include, but not limited, the penalties prescribed by the Quarantine Act, which include up to 6 months in prison and/or \$750,000 in fines).

## Student Pre-Departure Plan

1. Confirm your travel plans with your Custodian in Canada and ensure you have private transportation arrangement established from your point of entry into Canada to the location where you will quarantine. If you need assistance with transportation from the point of entry into Canada to the location you will quarantine, please contact [international@wrdsb.ca](mailto:international@wrdsb.ca) for support.
  - Complete the International Student and Parent/Guardian Declaration on Departure and sign this document to confirm your understanding of the WRDSB's "Safe Arrival" protocols.
2. Communication and Relationship Building
  - Speak to your custodian about expectations, and ask if there is anything they specifically want you to bring to help you during the quarantine.
  - Make sure you are clear about where you will be meeting your host or driver after arriving at the airport.
  - Carry your custodian's cell phone number or the transportation provider's phone number – this is

important for all arrivals.

3. Quarantine may be physically and mentally challenging for you, and you should have a well-thought-out plan for how you will manage and pass the time during the 14-day quarantine period. WRDSB staff will be in frequent contact with you, and you will be provided with a 14 day Activity Calendar to keep you busy.
4. Household and Hotel Isolation and Physical Distancing
  - Read the article: [How to quarantine \(self-isolate\) at home when you may have been exposed to COVID-19 and have no symptoms](#)
  - Complete the Government of Ontario's [COVID-19 Self-Assessment](#)
5. Medical Check/Testing
  - Students who are able to obtain a medical clearance letter/certificate and a COVID-19 or antibody test are required to bring it with them when they travel to Canada. Negative COVID-19 tests will not change the requirement to quarantine on arrival; this is mandatory for all travelers arriving in Canada.
  - A negative COVID-19 test will be required prior to attendance in a school of the WRDSB in the manner identified by WRDSB and consistent with Provincial or Municipal Health Authorities. The manner of this testing may change and WRDSB staff will provide you with the most current information upon arrival in Canada.
6. Arrival Plans
  - All travelers must download and complete the Canadian Government's ArriveCAN app for approval prior to their arrival on a paper form, web-based form or using an electronic App (available for iPhone and Android at <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html>)
  - In addition, the student must complete, send and print the International Student and Parent/Guardian Declaration to [international@wrdsb.ca](mailto:international@wrdsb.ca). The student should be prepared with a documented quarantine plan that considers the Government of Canada's advice on how to self-isolate.
7. Packing
  - In addition to regular packing requirements, students should also bring:
    - i. 60 disposable facemasks OR 30 disposable and 1 cloth facemask
    - ii. One large bottle of quality hand sanitizer
    - iii. Thermometer
  - In the student's carry-on luggage, please bring at least 2 masks, several pairs of gloves, a travel-sized

bottle of hand sanitizer and disinfecting wipes.

- Please also make sure you have the following documents in your carry-on baggage:
  - i. Passport
  - ii. Study permit or permit confirmation document
  - iii. Custodianship documents
  - iv. Letter of Acceptance from the WRDSB International Admissions Office
  - v. Contact information for your custodian
  - vi. Copy of the International Student and Parent/Guardian Declaration
  - vii. Printed copy of Self-Isolation Plan
  - viii. Change of clothes for arrival at homestay location

### Student Travel Plan

While in transit to their destination, students are expected to:

- Wear a mask at all times
- Practice physical distancing (2 metres)
- Wash hands frequently
- Use hand sanitizer when necessary
- Sanitize their personal space and high-touch areas such as seat belts and tray tables
- Minimize trips to the bathroom
- Touch as few surfaces as possible
- Keep their cell phone charged
- Bring snacks as restaurants and stores may be closed
- Bring a refillable water bottle

### Student Arrival Plan

Upon arrival in Canada, the student should proceed through the airport while maintaining physical distancing. The student must have the documents outlined under “Packing” ready to provide to Canada Border Services. The student will also be required to undergo a screening by a Border Services/Quarantine Officer to assess travelers for symptoms.

### Upon Arrival at the Final Destination Airport

- Text your driver and/or host family or contact the hotel bus as instructed
- Wear a fresh mask and gloves
- Pick up baggage while maintaining physical distancing (2 metres)
- Exit the baggage area and go to the location you have previously arranged to meet your driver or host family

- Load your own luggage into the vehicle and sit as far away from the driver as possible
- Wear a fresh mask for the duration of the car trip – do not remove your mask during travel

### **Quarantine (Self-Isolation) Plan**

As part of the Quarantine Act, travelers to Canada are required to self-isolate for 14 days. This means the student will have to stay in his or her own room for 14 days and avoid all contact with others during this time. The homestay family or hotel, as selected in advance, will provide students with food, clean linens, a comfortable room and access to the custodian and/or homestay family via text messages, FaceTime and other remote communication.

### **International Student Expectations**

- Stay in your room as much as possible and do not interact with others in person
- Keep your room well-ventilated and clean – open your window and let the air circulate
- 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. In hotels, in accordance with each hotel's "Safe Stay" protocols, clean the bathroom regularly with household cleaning products.
- 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, ask your host to help you complete an online self-assessment to determine if you need further assessment or testing. You are required to use the ArriveCan app every day to track any symptoms and record how you are feeling.
- Package up your garbage – empty garbage frequently and wash your hands immediately after doing this.
- Take care of your laundry – the clothes you wore during your flight should be washed immediately and all of your clothes should be washed separately from other people's laundry. You will need to wash and fold your own laundry.
- Keep your bathroom space clean and disinfected. Clean and disinfect frequently touched surfaces such as doorknobs, countertops, dressers and other surfaces at least once a day.
- Keep your personal items (toothbrush, drinking glasses, cell phone, electronic devices, etc.) separate from those belonging to others.
- Eat in your room. Your host or hotel will bring your meals to your room. Leave the dirty dishes outside your door when you are finished. Do not share dishes, drinking classes or eating utensils.
- Avoid prolonged period of inactivity.

- Avoid sleeping through the day and try to adjust to the time difference as soon as possible.

Students are reminded that while these instructions and protocols may seem overwhelming, they are here to remind them to be careful of contact with others during the 14-day quarantine period. Your custodian in Canada will help.

Quarantine (self-isolation) is a requirement of the Quarantine Act and is not optional. After entering Canada, Government of Canada officials will call the student to monitor compliance with the mandatory quarantine. Students must answer all calls from 1-855-906-5585 and 613-331-3100. The Government of Canada will never ask for financial information as part of these calls.

Students must also answer all calls from 519-570-0003 as these calls will be from the WRDSB staff.

### Custodian Expectations

- Custodians must complete a specific quarantine plan in advance of the student's arrival and submit the plan to [international@wrdsb.ca](mailto:international@wrdsb.ca).
- The custodian must ensure that all individuals living at the student's quarantine location have followed public health guidelines for the Region of Waterloo in the 14 days prior to the student's arrival. Everyone in the home must be free of any COVID-19 symptoms.
- The custodian must collect, use and disclose personal health information maintaining confidentiality and report any breach of personal health information immediately to [international@wrdsb.ca](mailto:international@wrdsb.ca).
- Only one healthy person should provide care to the student.
- Do not share personal items with the student, such as toothbrushes, towels, linens, utensils and electronic devices.
- Use a separate bathroom from the student, if possible. Close the toilet lid before flushing if sharing a bathroom.
- Some people may transmit COVID-19 even though they do not show any symptoms. Wearing a mask, including a non-medical mask or face covering, can help protect others around you.
- If possible, people who are at higher risk of serious illness from COVID-19 should not care for someone with COVID-19. These people include elderly persons, those with chronic medical conditions (e.g. heart disease, diabetes) or compromised immune systems. If you need to be within 2 metres of the student, wear personal protective equipment, a medical mask, disposable gloves and eye protection.
- Avoid re-using medical masks or gloves.
- Clean your hands often for at least 20 seconds each time, especially after contact with the student and after removing gloves, facemasks and eye protection.
- Dry your hands with paper towels. If not available, use a reusable towel and replace it when it becomes wet.
- Dirt can be removed with a wet wipe and an alcohol-based hand sanitizer can be used to clean the hands.

- Avoid touching your eyes, nose and mouth with unwashed hands.
- With some guidance, students may be expected to do their own laundry. They should wash the clothes they wore on the flight immediately and keep their laundry separate from the family's laundry.

### **Suggested Host Family Supplies**

- Disposable paper towels and regular household cleaning products
- Thermometer
- Hand soap
- Alcohol-based sanitizer containing at least 60% alcohol
- Regular laundry soap
- Hard surface disinfectant that has a Drug Identification Number (DIN), or if not available, concentrated (5%) liquid bleach and a separate container for dilution
- Appropriate cleaning products for high-touch electronics
- As stated above students are required to bring some PPE (personal protective equipment) with them from home, but hosts should have their own supply on hand for their personal use when interacting with the student

### **Post-Quarantine Expectations of Students and Families**

- Continue to practice proper, recommended hygiene.
- Use proper coughing and sneezing etiquette.
- Practice physical distancing when outside of the home. Avoid malls, crowded spaces and sports.
- Get and stay connected.

### **Additional Considerations**

If a student develops symptoms or is diagnosed with COVID-19:

- Contact the WRDSB International Admissions Office at [international@wrdsb.ca](mailto:international@wrdsb.ca)
- Use the self-assessment tool at <https://covid-19.ontario.ca/self-assessment/> and seek medical attention as necessary
- Keep the student in place, in accordance with Public Health direction; or
- Ask parents to come to Canada to care for their child at their expense if possible.

### Definitions:

The Public Health Agency of Canada draws a distinction between the need to quarantine and self-isolate.

- Quarantine: necessary for 14 days if you have no symptoms and any of the following apply:
  - You are returning from travel outside of Canada (mandatory quarantine); OR
  - You have been told by the public health authority that you may have been exposed to COVID-19 and need to quarantine
- Self-isolate: you must self-isolate if any of the following apply:
  - You have been diagnosed with COVID-19;
  - You are waiting to hear the results of a lab test for COVID-19;
  - You have symptoms of COVID-19;
  - You have been told by Public Health that you may have been exposed to COVID-19.

This protocol assumes that International Students will meet the requirements to quarantine and self-isolate.

You must have a COVID-19 test done after you arrive in Canada before you are eligible to begin classes. The test must be performed during your 14-day quarantine period. If you do not have COVID-19 symptoms, it is best to schedule your test between your 7<sup>th</sup> and 14<sup>th</sup> day in Canada. If you develop [COVID symptoms](#), you should be tested immediately.

When traveling to your test appointment:

- You must wear a mask
- You must travel in a private vehicle and sit as far away from the driver as possible
- You must follow all instructions about social distancing at the testing location

**You MUST send a copy of your negative test result to [international@wrdsb.ca](mailto:international@wrdsb.ca) before you will be eligible to begin school (including remote learning).**

Your custodian will help you book the test. Testing locations and/or hours may change. For the most recent list of local testing centres, please visit <https://www.regionofwaterloo.ca/en/health-and-wellness/community-assessment-centres.aspx#>

#### **Kitchener-Waterloo-Wilmot-Wellesley-Woolwich (KW4) Community Assessment Centre**

50 Westmount Road North, Waterloo

- Appointment only; call or visit website to book appointment
- Hours: Mon – Fri; 9 am – 4 pm
- Phone: 885-414-2255
- Website: [www.waterlooclinic.com/assessment](http://www.waterlooclinic.com/assessment)

#### **St. Mary's General Hospital COVID-19 Testing Centre**

50 Bathurst Drive, Unit 1, Waterloo

- Appointment only; call or visit website to book appointment
- Hours: Mon – Fri; 9 am – 4 pm
- Phone: 519-885-9517
- Website: [www.waterlooclinic.com/assessment](http://www.waterlooclinic.com/assessment)

#### **Pharmacies:**

You can book an appointment at a pharmacy if you do not have symptoms and you meet testing criteria. View Ontario's [COVID-19 testing and testing location information](#) webpage for details on which local pharmacies offer COVID testing.

**If you have symptoms of COVID-19, go to an assessment centre.**

#### **Cambridge-North Dumfries Community Assessment and Testing Centre (Cambridge Memorial Hospital)**

215 Holiday Inn Drive, Cambridge

- Appointment only; call or visit website to book appointment
- Hours: Mon – Fri; 8:30 am – 8:30 pm; Weekends 8:30 am – 4:40 pm
- Phone: 226-895-1050
- Website: [www.waterlooclinic.com/assessment](http://www.waterlooclinic.com/assessment)

#### **Grand River Hospital COVID-19 Drive-Thru Testing Centre**

15 Charles Street West, Kitchener (former Charles Street Transit Terminal)

- Appointment only; visit website appointment
- Hours: 7 days a week; 7:30 am – 6 pm
- Website: <https://covidtestregistration.grhosp.on.ca/Registration/RegistrationHours>



## Post 14-day Quarantine Period

Congratulations on completing your 14-day quarantine! Before you begin classes (in person or distance learning), you must complete this checklist. You and your Custodian must both sign this form and return it to the International Admissions Office at [international@wrdsb.ca](mailto:international@wrdsb.ca). Once we have received the signed Checklist, we will contact you with the date that you can begin classes.

- ☐ I have submitted proof of a negative COVID-19 test to [international@wrdsb.ca](mailto:international@wrdsb.ca)
- ☐ I have spoken with the WRDSB International Admissions Office and uploaded a copy of my Study Permit to my application file
- ☐ The WRDSB International Admissions Office has confirmed that my registration is complete and have issued a Letter of Admission for enrolment
- ☐ I understand that I must complete the [COVID-19 Self-Screening](#) tool EVERY DAY before I attend school
- ☐ I will not attend school if the [COVID-19 Self-Screening](#) tool indicates that I should remain at home
- ☐ I will contact the International Admissions Office immediately at [international@wrdsb.ca](mailto:international@wrdsb.ca) if I have any COVID symptoms

Student Name: \_\_\_\_\_

Application File Number (AFN): \_\_\_\_\_

Signature: \_\_\_\_\_

Date (MM/DD/YY): \_\_\_\_\_

Custodian Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date (MM/DD/YY): \_\_\_\_\_

# Social Stigma associated with COVID-19



## A guide to preventing and addressing social stigma<sup>1</sup>

Target audience: Government, media and local organisations working on the new coronavirus disease (COVID-19).

### WHAT IS SOCIAL STIGMA?

Social stigma in the context of health is the negative association between a person or group of people who share certain characteristics and a specific disease. In an outbreak, this may mean people are labelled, stereotyped, discriminated against, treated separately, and/or experience loss of status because of a perceived link with a disease.

Such treatment can negatively affect those with the disease, as well as their caregivers, family, friends and communities. People who don't have the disease but share other characteristics with this group may also suffer from stigma.

The current COVID-19 outbreak has provoked social stigma and discriminatory behaviours against people of certain ethnic backgrounds as well as anyone perceived to have been in contact with the virus.



### WHY IS COVID-19 CAUSING SO MUCH STIGMA?

The level of stigma associated with COVID-19 is based on three main factors: 1) it is a disease that's new and for which there are still many unknowns; 2) we are often afraid of the unknown; and 3) it is easy to associate that fear with 'others'.

It is understandable that there is confusion, anxiety, and fear among the public. Unfortunately, these factors are also fueling harmful stereotypes.

### WHAT IS THE IMPACT?

Stigma can undermine social cohesion and prompt possible social isolation of groups, which might contribute to a situation where the virus is more, not less, likely to spread. This can result in more severe health problems and difficulties controlling a disease outbreak.

Stigma can:

- Drive people to hide the illness to avoid discrimination
- Prevent people from seeking health care immediately
- Discourage them from adopting healthy behaviours

<sup>1</sup> This checklist includes recommendations from Johns Hopkins Center for Communication Programs, READY Network.

## HOW TO ADDRESS SOCIAL STIGMA

Evidence clearly shows that stigma and fear around communicable diseases hamper the response. What works is building trust in reliable health services and advice, showing empathy with those affected, understanding the disease itself, and adopting effective, practical measures so people can help keep themselves and their loved ones safe.

How we communicate about COVID-19 is critical in supporting people to take effective action to help combat the disease and to avoid fuelling fear and stigma. An environment needs to be created in which the disease and its impact can be discussed and addressed openly, honestly and effectively.

Here are some tips on how to address and avoid compounding, social stigma:

1. [Words matter](#): dos and don'ts when talking about the new coronavirus (COVID-19)
2. [Do your part](#): simple ideas to drive stigma away
3. [Communication tips and messages](#).

## WORDS MATTER:

When talking about coronavirus disease, certain words (i.e suspect case, isolation...) and language may have a negative meaning for people and fuel stigmatizing attitudes. They can perpetuate existing negative stereotypes or assumptions, strengthen false associations between the disease and other factors, create widespread fear, or dehumanise those who have the disease.

This can drive people away from getting screened, tested and quarantined. We recommend a 'people-first' language that respects and empowers people in all communication channels, including the media. Words used in media are especially important, because these will shape the popular language and communication on the new coronavirus (COVID-19). Negative reporting has the potential to influence how people suspected to have the new coronavirus (COVID-19), patients and their families and affected communities are perceived and treated.

There are many concrete examples of how the use of inclusive language and less stigmatizing terminology can help to in control epidemics and pandemics from the HIV, TB and H1N1 Flu.<sup>2</sup>

### DOS and DON'TS

Below are some **dos and don'ts** on language when talking about the new coronavirus disease (COVID-19):

**DO** - talk about the new coronavirus disease (COVID-19)

**Don't** - attach locations or ethnicity to the disease, this is not a "Wuhan Virus", "Chinese Virus" or "Asian Virus".

The official name for the disease was deliberately chosen to avoid stigmatisation - the "co" stands for Corona, "vi" for virus and "d" for disease, 19 is because the disease emerged in 2019.

<sup>2</sup> [UNAIDS terminology guidelines](#): from 'AIDS victim' to 'people living with HIV'; from 'fight against AIDS' to 'response to AIDS'.

**DO** - talk about “people who have COVID-19”, “people who are being treated for COVID-19”, “people who are recovering from COVID-19” or “people who died after contracting COVID-19”

**Don’t** - refer to people with the disease as “COVID-19 cases” or “victims”

**DO** - talk about “people who may have COVID-19” or “people who are presumptive for COVID-19”

**Don’t** - talk about “COVID-19 suspects” or “suspected cases”.

**DO** - talk about people “acquiring” or “contracting” COVID-19

**Don’t** talk about people “transmitting COVID-19” “infecting others” or “spreading the virus” as it implies intentional transmission and assigns blame.

Using criminalising or dehumanising terminology creates the impression that those with the disease have somehow done something wrong or are less human than the rest of us, feeding stigma, undermining empathy, and potentially fuelling wider reluctance to seek treatment or attend screening, testing and quarantine.

**DO** - speak accurately about the risk from COVID-19, based on scientific data and latest official health advice.

**Don’t** - repeat or share unconfirmed rumours, and avoid using hyperbolic language designed to generate fear like “plague”, “apocalypse” etc.

**DO** - talk positively and emphasise the effectiveness of prevention and treatment measures. For most people this is a disease they can overcome. There are simple steps we can all take to keep ourselves, our loved ones and the most vulnerable safe.

**Don’t** - emphasise or dwell on the negative, or messages of threat. We need to work together to help keep those who are most vulnerable safe.

**DO** - emphasise the effectiveness of adopting protective measures to prevent acquiring the new coronavirus, as well as early screening, testing and treatment.

## DO YOUR PART:

Governments, citizens, media, key influencers and communities have an important role to play in preventing and stopping stigma surrounding people from China and Asia in general. We all need to be intentional and thoughtful when communicating on social media and other communication platforms, showing supportive behaviors around the new coronavirus disease (COVID-19).

Here are some examples and tips on possible actions to counter stigmatizing attitudes:

- **Spreading the facts:** Stigma can be heightened by insufficient knowledge about how the new coronavirus disease (COVID-19) is transmitted and treated, and how to prevent infection. In response, prioritise the collection, consolidation and dissemination of accurate country- and community-specific information about affected areas, individual and group vulnerability to COVID-19, treatment options and where to access health care and information. Use simple language and

avoid clinical terms. **Social media** is useful for reaching a large number of people with health information at relatively low cost.<sup>3</sup>

- **Engaging social influencers**<sup>4</sup> such as religious leaders on prompting reflection about people who are stigmatized and how to support them, or respected celebrities to amplify messages that reduce stigma. The information should be well targeted and the celebrities who are asked to communicate this information must be personally engaged, and geographically and culturally appropriate to the audiences they seek to influence. An example would be a mayor (or another key influencer) going live on social media and shaking hands with the leader of the Chinese community.
- **Amplify the voices**, stories and images of local people who have experienced the new coronavirus (COVID-19) and have recovered or who have supported a loved one through recovery to emphasise that most people do recover from COVID-19. Also, **implementing a “hero” campaign** honouring caretakers and healthcare workers who may be stigmatized. Community volunteers also play a great role in reducing stigma in communities.
- **Make sure you portray different ethnic groups**. All materials should show diverse communities being impacted and working together to prevent the spread of COVID-19. Ensure that typeface, symbols and formats are neutral and don’t suggest any particular group.
- **Ethical journalism**: Journalistic reporting which overly focuses on individual behaviour and patients’ responsibility for having and “spreading COVID-19” can increase stigma of people who may have the disease. Some media outlets have, for example, focused on speculating on the source of COVID-19, trying to identify “patient zero” in each country. Emphasizing efforts to find a vaccine and treatment can increase fear and give the impression that we are powerless to halt infections now. Instead, promote content around basic infection prevention practices, symptoms of COVID-19 and when to seek health care.
- **Link up**: There are a number of initiatives to address stigma and stereotyping. It is key to link up to these activities to create a movement and a positive environment that shows care and empathy for all.

## COMMUNICATION TIPS and MESSAGES

An “**infodemic**” of misinformation and rumours is spreading more quickly than the current outbreak of the new coronavirus (COVID-19). This contributes to negative effects including stigmatization and

<sup>3</sup> Nigeria successfully contained the 2014 Ebola outbreak that affected three other countries in West Africa partly through employing targeted social media campaigns to disseminate accurate information and correct hoax messages circulating on Twitter and Facebook. The intervention was particularly effective because international non-governmental organisations (NGOs), social media influencers, celebrities and bloggers used their broad platforms to forward and share information and opinions on the health communication shared. Fayoyin, A. 2016. Engaging social media for health communication in Africa: Approaches, results and lessons. *Journal of Mass Communication and Journalism*, 6(315).

<sup>4</sup> The term “Angelina Jolie effect” was coined by public health communication researchers to account for increased Internet searches about breast cancer genetics and testing for several years after 2013 actress Angelina Jolie underwent a much-reported preventative double mastectomy. The “effect” suggests that celebrity endorsements from trusted sources can be effective at influencing the public to seek health knowledge, their attitudes towards and uptake of healthcare services for Covid-19.

discrimination of people from areas affected by the outbreak. We need collective solidarity and clear, actionable information to support communities and people affected by this new outbreak.

**Misconceptions, rumours and misinformation are contributing to stigma and discrimination which hamper response efforts.**

- **Correct misconceptions**, at the same time as acknowledging that people's feelings and subsequent behaviour are very real, even if the underlying assumption is false.
- **Promote the importance of prevention**, lifesaving actions, early screening and treatment.

**Collective solidarity and global cooperation are needed to prevent further transmission and alleviate the concerns of communities.**

- **Share sympathetic narratives**, or stories that humanize the experiences and struggles of individuals or groups affected by the new coronavirus (COVID-19)
- **Communicate support** and encouragement for those who are on the frontlines of response to this outbreak (health care workers, volunteers, community leaders etc).

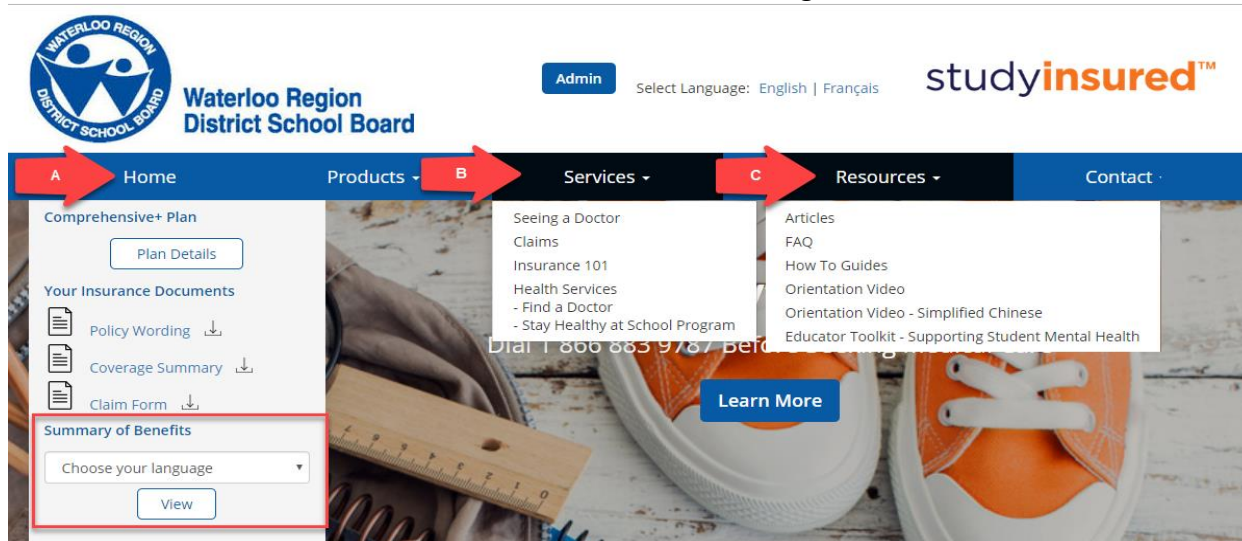
**Facts, not fear will stop the spread of novel coronavirus (COVID-19)**

- Share facts and accurate information about the disease.
- Challenge [myths](#) and stereotypes.
- Choose words carefully. The way we communicate can affect the attitudes of others (see do's and don'ts above).

Since 1999, Noble Wealth Financial Inc. has been providing professional insurance services to individuals and families of all stages. We work in partnership with WRDSB to provide professional insurance services for international students.

Please find below some resources regarding your insurance plan.

1. **Your policy number:** Found on wallet card: 3 letters + 3 digit group number + 6 digit policy number
2. Bookmark Study Insured WRDSB website: <https://www.studyinsured.com/wrdsb/en>
  - A. To download a summary of benefits in your language
  - B. **Services:** access to online claim form and find a doctor near you
  - C. **Resources:** Download the how to guide in your language for more information on how to use the insurance website, claim submission, seeing a doctor and mental health resources



3. Intrepid 24/7 Emergency Assistance phone number
  - Canada & USA: 1-866-883-9787
  - Worldwide: 1-416-640-7865
  - Mental Wellness: 1-877-234-5327

4. Mental Wellness App
  - Multilingual, confidential and secured helpline directly from phone
  - Search for iAspiria in Apple App Store or Google Play. Once downloaded, enter code: SIMW

5. MSH Navigator
  - All in one mobile app to access your insurance wallet card, policy wording and benefits summary
  - Search for MSH Navigator in Apple App Store or Google Play. Complete information to create account. Use group code: **wrdsb**. Check your email address for email to confirm your account.



6. Accompany Parents/Guardians or Have Family Visiting?

- Contact us for details on travel insurance for them!





# Report to Board of Trustees

February 8, 2021

## **Subject: Student Developed Reporting Application**

### **Recommendation**

*In light of the report entitled **Anonymous Reporting Tool (ART) Update** presented to the Committee of the Whole on February 8, 2021, and information collected by staff, it is the recommendation of staff that the Waterloo Region District School Board not proceed with this locally developed application and that staff continue to explore solutions compatible with Ministry and Board policies in the areas of Security (both Data and Network) and Privacy.*

### **Status**

Staff were impressed with the initiative and creativity demonstrated by the student leads at Waterloo-Oxford District Secondary School (WODSS). The students identified a need within their school community and used their abilities to develop a potential solution. As a result of this innovative thinking staff have developed a better understanding of the challenges faced by students in schools with respect to vaping.

In response to the Board motion, staff conducted site visit interviews with the student leads and administrators at WODSS regarding the viability of the student developed reporting tool. Through these interviews, staff were able to test the concept through a variety of standards and criteria relevant to implementation. The central themes of criteria considered were: Network Security, Data Storage, and Privacy. Also included in this report are other considerations that do not fit into these themes.

**Network Security:** Security of data is an essential component of any information technology (IT) infrastructure within a public funded institution where the compilation and inventorying personal data is part of our ongoing operational functions. One of the basic tenets of data security is the protocols that have been established to ensure unauthorized access to systems is not permitted. Without appropriate precautions, it becomes increasingly challenging to protect the organization from risks to our infrastructure as we endeavour to ensure data privacy and security. Through this investigation, it was determined that the application has not been vetted through our usual procurement process, which includes an evaluation against the WRDSB standards of security.

**Data Storage:** The location of where source data is housed is foundational to both security and privacy of personal information. Through this investigation, it was determined that the application that is being considered houses its data in West



Virginia, United States of America. This finding does not align with WRDSB standards of security.

**Privacy:** Privacy of student information is essential in ensuring the safety and security of students and staff in the digital world in which they live and work. Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Education Act are the two main laws that guide access to information and privacy in Ontario's public schools. To ensure that the WRDSB complies with our Board policies and obligations under these legislations, screening of software and cloud based services must occur. Limited information regarding this vendor and its product inhibits the WRDSB from confirming that the application adequately protects the privacy of students and staff.

**Other considerations:** The following are other considerations that emerged as staff investigated this application.

- *Anonymous reporting:* The student leads made a convincing case for the importance of anonymity in the reporting process. However, with the current version of this application it is unclear how the external service provider would store the reporting phone numbers, and how that information would be protected
- *Scalability:* The term scalability refers to the ability of an organization to grow and manage increased demand on a tool or application. Scalable applications are advantageous as they are more adaptable to the changing needs and demands of clients. Scalability is an essential component of enterprise software. Prioritizing scalability from the start leads to lower maintenance costs, better user experience, and increased agility. In a school board setting, enterprise systems are preferred as they also ensure equitable access to a tool or platform across potentially all schools. It is unclear the degree to which the tool identified is scalable across all schools
- *School community expectations:* The work demand of school administrators is unpredictable, challenging, and multifaceted. As a result, response times and follow-up may not align with the expectations of the school community. While reports of incidents may be continuously available, staff are not continuously available to respond and expectations created may not be deliverable
- *Untested intervention:* Through a survey of possible research questions, it is unclear what role anonymous reporting has in reducing specific behaviours or the degree to which actionable information / intelligence is produced through this pathway.

**Next Steps:** Using the information gathered to develop this report will be useful in informing the process staff have undertaken to investigate the implementation of an Anonymous Reporting Tool for schools. Information in this report will assist in defining functionality and use for an Anonymous Reporting Tool.

## **Background**

*That the Waterloo Region District School Board have the Director request staff consult directly with the students at Waterloo-Oxford District Secondary School regarding the student reporting tool that they have developed in order to report vaping at the school;*

*and*

*That this consultation determine the value and option of rolling it out at all secondary schools in the region,*

*and*

*To provide a written report on the consultation by the end of March 2020.*

## **Financial implications**

As this report was exploratory, there are no financial implications.

## **Communications**

No communications necessary at this time.

Prepared by: Bill Lemon, Superintendent, Student Achievement & Well-Being, Safe & Healthy Schools Division, in consultation with Coordinating Council



# Report to Committee of the Whole

February 8, 2021

## **Subject: Anonymous Reporting Tool (ART) Update**

### **Recommendation**

*As a result of further investigations, staff are recommending the competitive procurement of an Anonymous Reporting Tool (ART) for a 3-year pilot period. The annual cost will be included in the 2021 - 2022 budget.*

### **Status**

This report serves as a follow-up to the presentation on Anonymous Reporting Tools (ART) from January, 2020. Further investigation has resulted in the discovery of a class of ART platforms that offers the features and functionality identified in previous reports. With approval, expected implementation could occur during the 2021 - 2022 school year.

### **Background**

This ongoing inquiry is the product of Trustee motion:

*June 17, 2019*

*That the Waterloo Region District School Board of Trustees request that staff investigate the possibility of using an anonymous reporting tool to assist students, staff and community members in reporting incidents of bullying and threats or school safety issues, similar to the tool that is currently being used by the Thames Valley District School Board and Durham Catholic District School Board;*

*and*

*That a written report outlining the feasibility of implementing this type of tool in the WRDSB, along with associated costs, be provided to trustees no later than October 7, 2019*

As a follow-up to a presentation made by staff in [January, 2020](#). Trustees requested further investigation for budgetary considerations.

### **Financial implications**

The type of platform currently under consideration addresses some of the staffing considerations previously reported. However the staff required for monitoring and supporting of this platform is difficult to assess at this time. The estimated annual

subscription fee is \$40,000. This amount is subject to change as staff engage in a competitive procurement process.

### **Communications**

In the event the WRDSB decides to proceed with an Anonymous Reporting Tool in our schools, a comprehensive communication plan will need to be developed to reach all stakeholders to support appropriate use and user expectations. Through the implementation process, user experience, recipient experiences will be monitored in consultation with employee groups and administrator associations.

Prepared by: Bill Lemon, Superintendent, Student Achievement & Well-Being,  
Joe Bell, System Administrator, Safe & Healthy Schools, in  
consultation with Coordinating Council.