



# Arriving to TSoM Student Guide

2020



**TORONTO**  
SCHOOL OF MANAGEMENT

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# PRE-ARRIVAL PLAN

# New Student Pre-Arrival Plan

New students arriving in Canada will have to self-quarantine upon arrival for 14 days. During this time, students can attend classes virtually, yet they will require a computer or laptop and high-speed internet to attend classes.

New students to Canada will be required to use the airport transfer service arranged by TSoM. Students must be wearing a mask for onward domestic travel and arriving in Toronto. Upon arrival at the airport, students are required to travel directly to their place of quarantine, wearing a face mask at all times. Accommodations partners will communicate their health and safety plans, as well as acknowledge in-house safety guidelines and expectations to all students staying with them.

Students will be provided with learning and social experience course information for the 14 days quarantine period during the New Student Orientation. All students will attend a remote guideline webinar before attending lessons at school facilities and agree to the student guidelines provided during the webinar.

Virtual mental health support services are available through the Ontario government throughout the quarantine. Additional information on these resources are available at:

**[COVID-19 Fact Sheet: Resources for Ontarians Experiencing Mental Health and Addictions Issues During the Pandemic](#)**

## Student Responsibilities

1. TSoM requests that all students, prior to travelling to Canada, complete and sign attestation in form of the Pre-Arrival Quarantine Checklist. According to the current travel requirements in Canada, any person arriving in Canada requires a plan to quarantine for 14-days.
2. All students will be required to pre-arrange a suitable place to self-quarantine, with access to necessities, including food and medications, with TSoM. If students are co-arriving with family members, they must also include them in their Quarantine Plan Checklist. During the isolation period, students are not allowed to visit the campus until they can demonstrate that 14 days have passed with dated proof of arrival.
3. TSoM requests students to have valid health insurance prior to travelling to Canada, covering 6 months minimum (including COVID-19). TSoM students can purchase health insurance through Guard.me at TSoM by contacting Student Services at [studentservices@TorontoSoM.Ca](mailto:studentservices@TorontoSoM.Ca) or provide valid international health insurance from a different provider.
4. Students arriving in Canada must agree to download the **[COVID-19 Alert App](#)** made available by the Canadian federal government onto their smartphones.
5. Any student who has a suspected or confirmed case of COVID-19 will be required to remain at their quarantine site until a medical practitioner has confirmed they are clear of these symptoms and/or the student has tested negative for COVID-19. In such a case, the student would need to present the proof of being tested negative.

# Pre-Arrival Quarantine Checklist

- Download the [ArriveCAN mobile app](#) or [web-based form](#) and complete the quarantine questionnaire for you and any co-arriving family members.
- Complete and submit the Student Quarantine Plan Checklist to TSoM. If you have any questions, please contact [studentservices@TorontoSoM.Ca](mailto:studentservices@TorontoSoM.Ca).
- Ensure you choose one of the approved quarantine accommodation options provided in the Quarantine Plan Checklist. Please submit your proof of booking and proof of payment to [studentservices@TorontoSoM.Ca](mailto:studentservices@TorontoSoM.Ca)
- Document the specific address of your quarantine accommodations to provide to the Immigration Officer upon arrival at Toronto Pearson International Airport.
- Ensure you can provide a working Canadian phone number to the Canada Immigration Officer upon arrival. It is recommended to purchase an international calling card for Canada prior to departure.
- Book your reliable airport transportation through TSoM Student Services [studentservices@TorontoSoM.Ca](mailto:studentservices@TorontoSoM.Ca) to arrange your transportation from the airport to your quarantine location.

## In Transit to Canada

### While in transit to the airport, in airports and during flights:

Wear a mask and gloves

Wash hands frequently

Use hand sanitizer when necessary

Practice physical distancing  
(minimum 2 metres or 6 feet from others)

Sanitize your personal space and high-touch areas

Minimize trips to the washroom  
(flush the toilet with the seat cover down)

Touch as few surfaces as possible

Keep your cell phone charged

# ARRIVAL IN CANADA

## Arrival in Canada

- Wear a fresh mask and gloves at all times, until you have reached your quarantine room.
- Undergo screening by a border official upon arrival at your port of entry, and answer any relevant questions.
- Proceed through immigration and baggage pick-up while maintaining physical distancing.
- Present appropriate documentation to the Canada Border Services Agency and follow mandatory screening procedures for signs and symptoms of COVID -19 as established by the Government of Canada.
- Move as quickly as possible through the baggage area and do not enter any stores in the airport.
- Meet your TSoM representative at the agreed pick-up location.
- Adhere to the protocol put in place by the transport company and sit as far away from the driver as possible.
- Follow all instructions for COVID-19 safe check-in at your quarantine site.

## Transportation Protocol for Students and Co-arriving Family Members Arriving to Canada

When arriving at the airport or other port of entry, students and co-arriving family members will be greeted by a TSoM representative, who will ensure the students have proof of booking for their quarantine accommodation and transportation. Students and co-arriving families will be temperature screened by TSoM's Representative and be provided with a "Welcome Kit," which includes a medical mask and hand sanitizer. The representative will explain physical distancing and hand hygiene protocols to all students and co-arriving family members.

Students will be guided to their transportation service, which will take them directly to their quarantine location. There will be no planned or unplanned stops during travel to the quarantine site. Students and co-arriving families are expected to arrive to their accommodation directly from their port of entry.

Students will check in to their room where they are lawfully required to remain in quarantine for 14 days. TSoM will assist with transportation arrangements from the airport to quarantine accommodation, ensuring students go directly to their accommodating safely. Students must wear a mask or face covering while in transit.

### Private Transportation Arrangements:

TSoM is working with Five Star Homestay Agency to provide students arriving in Toronto with private transportation. TSoM will arrange for students to be picked up at their point of entry and commute them directly to their quarantine location.

#### Five Star Homestay Agency

- Offers pick up and drop off services to your quarantine location. They will provide transportation from your port of entry to your quarantine location.
- They also provide private transportation services from your quarantine location to the nearest COVID Assessment Centre.
- New facial masks are provided to you and are mandatory to be worn inside.



# Accommodations Resources

TSoM Student Services has worked diligently to collaborate with selected hotels in the Toronto Pearson Airport and Toronto Downtown areas to provide the best support for new students arriving in Canada.

Within your Quarantine Plan Checklist, you will find a list of accommodation options that have made special arrangements for your stay during quarantine and details about their booking process. All accommodations provide private rooms with personal bathrooms for students and their family unit.

Students are required to select a hotel from that list and book their accommodations prior to their departure. Students can choose from a list of hotels for their 14-day self-isolation period – then move into a short-term housing option. Students will be required to submit proof of booking for the accommodation option they select.

**All accommodations provide private rooms with personal bathrooms for students and their family unit. If students require specific accommodation to support disability, vulnerability, or other health conditions, contact [studentservices@TorontoSoM.Ca](mailto:studentservices@TorontoSoM.Ca) prior to arrival. TSoM will arrange the supported accommodation.**

Students must agree to follow the “[How to Self-Isolate](#)” guidelines outlined by Public Health authorities.

## Quarantine Accommodation Options

### Hampton Inn & Suites by Hilton Toronto Airport

3279 Caroga Dr, Mississauga, ON L4V 1A3

#### INTERNATIONAL STUDENT 14-DAY QUARANTINE PACKAGE INCLUDES:

- Standard room with a private bathroom
- A meal package with 3 meals per day
- 55 inch TV, mini fridge, coffee maker
- Complimentary high speed internet
- Housekeeping services will be provided with fresh linens delivered to the door upon request
- All dietary restrictions accommodated with advance notice

#### TRANSPORTATION:

Transportation from the airport or your port of entry to the hotel accommodation will be arranged by TSoM through the Fivestar Agency. The transportation service will ensure students go directly to their accommodating safely. Students must wear a mask or face covering while in transit. The ride will cost \$45 from the airport to the hotel accommodation.

#### PRICE:

Total 14-day room + meal package cost = \$1,560.72 (CAD)

#### FOR RESERVATIONS:

[Click here for online booking option](#)

To book, students can call +1 (905) 671 4730 and quote “Toronto School of Management”



# Fairfield Inn & Suites by Marriott Toronto Airport

3279 Caroga Dr, Mississauga, ON L4V 1A3

## INTERNATIONAL STUDENT 14-DAY QUARANTINE PACKAGE INCLUDES:

- Standard room with a private bathroom
- A meal package with 3 meals per day
- 55 inch TV, mini fridge, coffee maker
- Complimentary high speed internet
- Housekeeping services will be provided with fresh linens delivered to the door upon request
- All dietary restrictions accommodated with advance notice

## TRANSPORTATION:

Transportation from the airport or your port of entry to the hotel accommodation will be arranged by TSoM through the Fivestar Agency. The transportation service will ensure students go directly to their accommodating safely. Students must wear a mask or face covering while in transit. The ride will cost \$45 from the airport to the hotel accommodation.

## PRICE:

Total 14 day room + meal package cost = \$1,560.72 (CAD)

## FOR RESERVATIONS:

[Click here for online booking option](#)

Call +1 (905) 671 4730 and quote "Toronto School of Management"

# Holiday Inn Toronto Downtown Centre

30 Carlton St. Toronto, ON M5B 2E9

## INTERNATIONAL STUDENT 14-DAY QUARANTINE PACKAGE INCLUDES:

- Daily Breakfast, Lunch, & Dinner delivered to room included in rate
- Wireless internet, mini-fridge, phone line with voicemail and local calls included
- Discounted snack menu (for purchase) delivered to room
- Daily garbage removal and amenities on request
- Terms: No contact stay, Enhanced guestroom cleaning procedure pre-arrival,
- Minimum stay 14 days, 24-hour cancellation policy, credit card required to book,
- Room type on request, and room includes private bathroom

## TRANSPORTATION:

Transportation from the airport or your port of entry to the hotel accommodation will be arranged by TSoM through the Fivestar Agency. The transportation service will ensure students go directly to their accommodation safely. Students must wear a mask or face covering while in transit. The ride will cost \$45 from the airport to the hotel accommodation.

## PRICE:

Total 14-day room + meal package cost = \$1,645.28 (CAD)

## FOR RESERVATIONS:

[Click here for online booking option](#)

To book, students can email: [reservations@hitorontodowntown.ca](mailto:reservations@hitorontodowntown.ca) and mention "Toronto School of Management Quarantine Rate" in subject line or body of email.

# DoubleTree by Hilton Hotel Toronto Airport West

925 Dixon Rd, Toronto, ON M9W 1J8

## INTERNATIONAL STUDENT 14-DAY QUARANTINE PACKAGE INCLUDES:

- Standard room with private bathroom
- Daily Breakfast, Lunch, & Dinner delivered to room included in rate
- Wireless internet, mini-fridge, phone line with voicemail and local calls included
- Amenities on request
- Minimum stay 14 days, 24-hour cancellation policy, credit card required to book

## TRANSPORTATION:

Transportation from the airport or your port of entry to the hotel accommodation will be arranged by TSoM through the Fivestar Agency. The transportation service will ensure students go directly to their accommodation safely. Students must wear a mask or face covering while in transit. The ride will cost \$45 from the airport to the hotel accommodation.

## PRICE:

Total 14-day room + meal package cost = \$2,098.28 (CAD)

## FOR RESERVATIONS:

To book, students can email: [valentino.d'souza@hilton.com](mailto:valentino.d'souza@hilton.com) and mention "Toronto School of Management" in email.

To book, call: (905) 624-1144 and quote "Toronto School of Management"

**IN-QUARANTINE PLAN**

## During Quarantine

During your 14-day self-quarantine period, you must stay on your own or with co-arriving family members, in your room, without sharing your accommodations and avoid contact with others.

### This means:

- Do not you leave your quarantine room unless there is a medical emergency
- If you leave your quarantine room, you must wear a mask at all times, including in public areas and vehicles.
- Monitor your health for fever and a cough, or difficulty breathing, and perform a daily COVID-19 self-assessment using the ArriveCAN app
- Keep your room well-ventilated and clean – open your window to let the air circulate
- Wash your hands frequently with plain soap and water for at least 20 seconds
- 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
- Flush the toilet with the lid down
- Package up your garbage – empty garbage frequently and wash your hands immediately
- To have your clothes washed, refer to the COVID-19 laundry policy at your quarantine site
- Comply with any cleaning protocols and safety measures put into place by your quarantine site.
- A representative of the Government of Canada may call you to monitor compliance with your mandatory quarantine or isolation. Ensure you answer calls from 1-888-336-7735.

## Services to Assist Through Quarantine

- The accommodation option selected by you will provide a comprehensive meal service, which includes 3 meals a day and water.
- Purchase SIM cards and phones online by any local mobile service providers.
- For your semester, your student health insurance must begin on your program start date. If you are arriving early, please purchase insurance coverage for your entire travel and quarantine time
- Use your guard.me policy number to sign up for mobile doctor for remote doctor appointments
- Use the COVID Self-Assessment tool and call Telehealth (1-866-797-0000) if you suspect that you may have COVID-19
- If you are seeking medical care, please contact your medical insurance provider to determine an appropriate health care nurse practitioner who will assist you. If your condition is severe, call 911.

## Mental Wellbeing and Social Support

At TSoM, we prioritize the health and wellbeing of all students through:

**Virtual Fitness Sessions:** students can access unlimited virtual fitness sessions with our partner, Lift. Sign up right from the My SSP App.

- Assessments: complete evidence-based health screenings and receive practical recommendations based on your results.

- My SSP Wellbeing webinar series: recorded webinars offer practical tips focusing on the four pillars for wellness: mental, physical, social and financial, from experts in each field.

**COVID-19 Resource Hub:** special section in the My SSP App with expert developed tips and resources on staying physically, mentally and socially well.

**Guard.me - 'Keep Me Safe':** student support program that provides access to licensed mental health counsellors. Additionally, they provide support through regularly scheduled online mental health webinars on various topics.

**TSoM's Health and Safety Representative:** will conduct virtual daily check-ins to monitor the development of any new symptoms, to ensure compliance with the Quarantine Act, and to determine if there are any essential items that you need. They will also inquire about your mental and physical wellbeing and provide virtual wellness and entertainment activities during your quarantine.

To connect with a local community organization, students are encouraged to contact [studentservices@TorontoSoM.Ca](mailto:studentservices@TorontoSoM.Ca), where a student services advisor will identify a community group or organization relevant to each student's needs.

## Failure to Comply with the Quarantine Act

If students, or their co-arriving family, break any part of the quarantine guidelines for whatever reason, they must report that they have done so immediately to the assigned management contact. The Government of Canada will use its authority under the federal **Quarantine Act** to ensure compliance with the order. Failure to comply with this order is an offence under the **Quarantine Act**.

Maximum penalties include a fine of up to \$750,000 and/or imprisonment for six months. Further, a person who causes a risk of imminent death or serious bodily harm to another person while willfully or recklessly contravening this Act or the regulations could be liable for a fine of up to \$1,000,000 or to the imprisonment of up to three years, or both. Spot checks will be conducted by the Government of Canada to verify compliance.

## Protocol to Consult Public Health Authorities

Hotel partners that will be accommodating students during their 14-day quarantine period will be provided with TSoM's guidelines for student quarantine and confirmation of all students staying with them.

In the event that a student is not compliant with the Quarantine Act, TSoM is required to report non-compliance to Toronto Public Health authorities. Student Services will notify students that TSoM is aware they have breached their quarantine and will be reported for non-compliance. Violation of the Quarantine Act includes leaving your quarantine location for non-medical reasons and/or failing to wear a mask outside your room.

Public health authorities will be provided with the address and phone numbers of non-compliant students to assist with the investigation conducted by the authorities. If students would like to report a pupil for breaching their quarantine, they must contact TSoM Student Services immediately.

# Symptomatic During Quarantine

## During the 14 days, what happens if symptoms develop?

If a student demonstrates symptoms of COVID-19 while in quarantine, the following steps will be followed:

- Students experiencing symptoms of COVID-19 must self-isolate immediately in their room, informing TSoM's Student Services ([studentservices@TorontoSoM.Ca](mailto:studentservices@TorontoSoM.Ca)) and their quarantine accommodations front-desk immediately. TSoM's management team will contact the point-person in their accommodations to ensure clear communication on the situation.
- Together with TSoM's management, the student will contact the Toronto Public Health authorities and take the recommended steps (e.g. continue self-isolation).
- It is crucial that the student does not directly go to a clinic or Hospital Emergency Room if experiencing any symptoms. After the student has informed the local health authorities about his/her condition, the student may also use the guard.me policy number to access an online or telephone consultation with a doctor who can assess symptoms and provide further guidance through [www.guard.me/mobiledoctor](http://www.guard.me/mobiledoctor).
- If students are concerned about the severity of their symptoms, and their condition requires immediate attention, call 911 for urgent assistance.
- A thorough, professional cleaning of all areas the student has occupied will occur, and any other rooms and areas he/she has/have frequented during his/her time since arrival.
- School management will contact the Toronto Public Health authorities to report the case or outbreak immediately.
- Assigned school staff will then continue to closely monitor the student with daily phone and e-mail check-ins and provide additional assistance as necessary or requested by the student.
- Once the student has been medically cleared by Toronto Public Health, self-isolated for 14 days, and provided a confirmation of a negative COVID-19 test result, he/she is required to contact Student Services prior to beginning classes on campus.

## Protocols for Daily Symptom Screening

**Symptoms for COVID-19 may appear 2-14 days after exposure.** It is essential for students to check for COVID-19 symptoms on a daily basis. Students are encouraged to perform a daily COVID-19 self-assessment using the ArriveCAN app.

### PLEASE CHECK FOR THESE SYMPTOMS:

- Fever (temperature of 37.8 degrees °C or above) that is not caused by a known infection or illness
- Cough
- Difficulty breathing
- Sore throat
- Runny nose
- Loss of taste or smell
- Nausea, vomiting, diarrhea
- Difficulty swallowing

### COVID-19 SELF-ASSESSMENT

The **COVID-19 Self-Assessment** should be taken if you are experiencing any symptoms or have been exposed to COVID-19. It only meant as an aid and cannot diagnose you. Consult a health care provider if you have medical questions.

### PROTOCOL FOR DAILY COMMUNICATION AND MONITORING OF STUDENTS AND THEIR IMMEDIATE FAMILY FOR THE DURATION OF THEIR QUARANTINE

Students will be receiving a daily email from Student Services and TSoM's Health and Safety Representative during their quarantine period. You must check your e-mails on a daily basis and respond to them if:

- You have developed new symptoms.
- Confirm you are in compliance with your quarantine.
- Notify us if there is any essentials you need.

**GETTING TESTED FOR COVID-19**



# Protocols for COVID-19 Testing

Before completion of the 14-day quarantine period, students must be tested for COVID-19. All new students will be instructed to get tested for COVID-19 during day 5 of their quarantine period. The testing service is also available and will be recommended to students at any point during the quarantine for symptomatic individuals.

There are many COVID-19 assessment centers located in Toronto and the surrounding area. Convenient locations near our Quarantine Accommodation are listed below:

## 1. William Osler Health System - Humber College (Drive-Thru Testing)

Address: 2 Janda Court Etobicoke, ON, M9W 0A4

Distance: 3.33 km away from Hampton Inn & Suites by Hilton Toronto Airport, and Fairfield Inn & Suites by Marriott Toronto Airport. 1.27 km away from DoubleTree by Hilton Hotel Toronto Airport West

Website: <https://www.williamoslerhs.ca/patients-and-families/preparing-for-your-visit-or-stay/coronavirus-information-for-patients-families/assessment-centre-for-covid-19>

## 2. Unity - St. Michael's Hospital

**Address: 209 Victoria Street Toronto, ON, M5B 1T8**

Distance: 0.28 km away from Holiday Inn Toronto Downtown Centre

Website: <https://unityhealth.to/patients-and-families/coronavirus-information-for-patients-and-families/>

## 3. Women's College Hospital

Address: 76 Grenville Street Toronto, ON, M5S 1B2

Distance: 0.90 km away Holiday Inn Toronto Downtown Centre

Website: [https://www.womenscolleghospital.ca/patients-and-caregivers/coronavirus-\(covid-19\)-information-for-patients-and-visitors/](https://www.womenscolleghospital.ca/patients-and-caregivers/coronavirus-(covid-19)-information-for-patients-and-visitors/)

To find more COVID -19 assessment centers near you, [click here](#).

# Transportation to and from COVID-19 Assessment Centers (Day 5 of Quarantine)

TSoM will arrange private transportation to and from the COVID-19 Assessment Centers for all TSoM newly arrived students with **Five Star Homestay Agency**. TSoM Student Services will contact students prior to day 5 of quarantine for booking transportation on day 5 of quarantine. All vehicles have masks available if required, as well as cleaning thoroughly on a regular basis. No other stops will be made on this day, only to the COVID-19 Assessment Center, and students will be required to wear a face-covering or mask the entire trip.

TSoM students will be required to show proof of the transportation to TSoM Student Services at [studentservices@TorontoSoM.Ca](mailto:studentservices@TorontoSoM.Ca) once the trip is completed.

# POST-QUARANTINE PLAN

# Completing Quarantine

After completing the mandatory 14-day quarantine, students must inform TSoM Student Services that they have completed their quarantine and will begin enrollment onto the campus for their first time. Prior to coming on campus, students must demonstrate proof that they completed their 14-day quarantine period along with proof of their COVID-19 results to Student Services at [studentservices@TorontoSoM.Ca](mailto:studentservices@TorontoSoM.Ca).

TSoM's team will maintain a record of all students and their co-arriving family member's who started their quarantine period, and the date they complete their quarantine. If students are not on the database, they will be asked to leave and quarantine immediately.

Students are required to self-monitor for symptoms of COVID-19 after the quarantine period and are encouraged to use the ArriveCAN app continuously. In case any symptoms of COVID-19 are experienced after the quarantine period, students must follow the directions from the Public Health Agency of Canada and immediately notify TSoM's Student Services.

## Services to Assist After Quarantine

At TSoM, we prioritize the health and wellbeing of all students. In case you need any medical services, we encourage you to visit the clinics listed below as they accept the Guard.me insurance card for direct billing, to eliminate the paying up-front for your medical needs.

*Note: Hospitals in the Toronto region do not directly bill Guard.me for any medical services provided to students. Guard.me will reimburse the students based on their claims application.*

### 1. APPLETREE MEDICAL GROUP (GRANGE)

Approx: 1.07 km from TSoM  
275 Dundas Street West

### 2. APPLETREE MEDICAL GROUP (UNIVERSITY AVE)

Approx: 1.67 km from TSoM  
70 University Avenue, Toronto, M5J 2M4

### 3. COLLEGE MEDICAL CARE

Approx: 2.17 km from TSoM  
343 College Street, Toronto, M5T 1S5

## Other resources from Guard.me that are available to you:

### GUARD.ME KEEP ME SAFE

Guard.me has a 'Keep Me Safe' student support program that provides access to licensed mental health counsellors. Additionally, they provide support through regularly scheduled online mental health webinars on various topics.

### GUARD.ME MOBILE DOCTOR

Guard.me also has the option of a Mobile Doctor, where students can communicate with a licensed professional doctor over Skype or web conference.

# TSoM Staff Responsibilities

TSoM takes every precaution necessary to meet the health and safety requirements set out by Toronto Public Health. TSoM will inform its staff and students of any COVID-19 outbreaks through online communication, such as websites and social media, along with signage posted at entrances. TSoM will regularly, and as appropriate, host COVID-19 Awareness training and information sessions for staff and students to convey COVID-19 infection prevention and control practices, including how to use personal protective equipment as required. TSoM will also provide all staff members and students with personal protective equipment, such as masks and hand sanitizers, and other resources required to complete their tasks on campus.

## Safe Return to Campus

After the mandatory 14-day quarantine period is over, if a student is experiencing any symptoms of COVID-19, an extension of the quarantine period will be necessary. During the extension period, TSoM will continuously provide all necessary supports as required by each student.

Students will also be required to attend an online training session that covers health and safety protocols that have been established for everyone's safe to return to campus. This online training session will be available to students through their learning management platform, CANVAS.

**TSoM will regularly communicate with students and provide ongoing communication and resources. For the latest news, it is the students' responsibility to check the following:**

- i. Your TSoM e-mail
- ii. CANVAS: your faculty will post relevant announcements here
- iii. Check the news section of the student portal (myTSoM)
- iv. Follow TSoM on Facebook and Instagram for any breaking news

**FOR THE DURATION OF YOUR STAY IN CANADA, PLEASE BE MINDFUL OF AND RESPECT PUBLIC HEALTH DIRECTIVES.**

- Continue to practice proper hygiene, including handwashing and the use of hand sanitizer
- Use proper coughing and sneezing etiquette
- Practice physical distancing

## Stigma and Discrimination Associated with COVID-19

Stigma is discrimination against an identifiable group of people, a place, or a nation. Stigma is associated with a lack of knowledge about how COVID-19 spreads, a need to blame someone, fears about disease and death, and gossip that spreads rumours and myths.

No single person or group of people are more likely than others to spread COVID-19. Public health emergencies, such as this pandemic, are stressful times for people and communities. Fear and anxiety about a disease can lead to social stigma, negative attitudes and beliefs toward people, places, or things.

Stigma can lead to labelling, stereotyping, discrimination, external icon, and other negative behaviours toward others. For example, stigma and discrimination can occur when people link a disease, such as COVID-19, with a population, community, or nationality. Stigma can also happen after a person has recovered from COVID-19 or been released from home isolation or quarantine.

TSoM does not support any form of stigma or discrimination associated with COVID-19. To learn more about social stigma related to COVID -19 [click here](#).

# **CAMPUS RE-OPENING GUIDELINES**

# COVID-19 Guidelines

- Flexible blended learning model to provide equitable access for all current students.
- Maintain handwashing stations with soap and water and hand sanitizers placed in each classroom, entrance and exit points, hallways, and common areas.
- Routine daily health screening protocol for all staff, students, and faculty members.
- Limited classroom capacity and at least two meters (six feet) apart between students' desks.
- Routine and frequent environmental cleaning throughout classrooms and campus facilities.
- Signage posted throughout campus to control the flow of traffic within the campus.
- Developed COVID-19 response guidelines and policies for staff and students who have symptoms of a cold, flu, or COVID-19, with anyone coughing or sneezing not to attend classes, extracurricular activities, or work.
- Arrival and self-isolation for 14 days plan for international students.

**TSoM is working within provincial and local health guidelines and protocols for postsecondary education institutions, consistent with the Government of Ontario's plan for [re-opening the province in stages](#).**

## Physical Distancing Protocols

To maintain the health and safety of all our community members, the following protocols will be enforced by everyone:

- Stay home if you are feeling ill or have any symptoms.
- Pay particular attention to staying away from seniors, people with weak immune systems, and people with chronic health problems.
- All employees and students will be required to wear a mask when entering the campus.
- Complete daily health assessment and check-in forms prior to arriving on campus.
- Follow guidelines administered by Health and Safety Representatives, including mandatory health assessments and temperature checks.
- Maintain physical distancing of at least 2 metres (6 feet) or more between persons, including students, instructors, and staff members.
- Maintain good hygiene by following the campus' protocols.
- No outside visitors are allowed on campus.
- Avoid gatherings as much as possible.
- Equipment designed to be shared (i.e. computers) will be cleaned and sanitized frequently.
- Class times and breaks will be staggered to prevent contact when entering or exiting a classroom or facility.
- When someone self-identifies or is identified as showing symptoms of illness, they will be sent home immediately, and academic accommodation will be provided accordingly.
- Students and employees will be reminded of physical distancing rules frequently in class and upon entry to the campus.

# COVID-19 Cleaning and Disinfection for Public Settings

TSoM abides by the guidelines provided in the [Public Health Ontario's Cleaning and Disinfection for Public Settings](#) guide document.

## What TSoM is doing:

- Using common cleaners and disinfectants that are effective against COVID-19.
- Cleaning frequently touched surfaces that may likely be contaminated.
- Using disinfectants that have a Drug Identification Number (DIN) given by Health Canada.
- Constantly checking the expiry date of products, we use, and following the manufactures instructions.
- Cleaning frequently touched surfaces twice per day.

## TSoM Safety Plan

#	TOPIC	PLAN
1	<b>ARRIVAL PLAN</b>	<ul style="list-style-type: none"> <li>• A daily self-assessment health check is expected upon entry into the campus.</li> <li>• All employees and students will be required to wear a mask when entering the campus.</li> <li>• Mandatory hand sanitization is required at the front entrance.</li> <li>• All visitors will be requested to wear a mask.</li> </ul>
2	<b>COURSE DESIGN</b>	<ul style="list-style-type: none"> <li>• Faculty will use a blended model of teaching. Each class will be divided into two groups (face-to-face and online). Instructors will use the Zoom platform in the classroom while teaching on campus. Wherever required, faculty will use synchronized assignments, readings, activities, and assessments they have designed for fully online classes.</li> <li>• Content learned in each class, such as materials in mini-lectures, discussions, presentations, case studies, activities, simulations, assessments/exams, etc. will be created by the instructor for both online and in-person delivery, based on the syllabus.</li> <li>• Faculty will be asked to deliver a blended teaching model.</li> <li>• Faculty will record/video their synchronized activities and mini lectures noted above and post them on Canvas for students who cannot attend face-to-face or are concerned to attend.</li> <li>• Each in-person class will have a maximum student capacity. Students will be required to inform the college, their preferred method of learning (face-to-face or online). Classrooms will be allotted based on the number of students signed up to be on campus.</li> </ul>
3	<b>SCHEDULING PLAN</b>	<ul style="list-style-type: none"> <li>• Classes will be scheduled in 3 shifts morning, afternoon, and evening with at least 30 minutes window for cleaning and sanitizing.</li> </ul>
4	<b>SEATING PLAN</b>	<ul style="list-style-type: none"> <li>• Seating plan for each classroom will be in accordance with social distancing requirements, following the faculty-student ratio guidelines.</li> <li>• Smaller class sizes and space seating/desks will be at least 2 meters apart.</li> <li>• Social distancing markings on each classroom floor will show where tables and chairs are to be located in classrooms and in office areas.</li> </ul>
5	<b>CLASSROOM BREAK / EXIT PLAN</b>	<ul style="list-style-type: none"> <li>• Instructor will remind students to use the washroom facilities before class.</li> <li>• If student requests washroom break during class, only one at a time (when in washroom, keep 2-metres apart), and wash your hands for 20 seconds.</li> <li>• Instructor announces time to leave classroom.</li> </ul>



#	TOPIC	PLAN
6	<b>SANITIZING PLAN</b>	<ul style="list-style-type: none"> <li>• Cleaning is a high priority and done between each class time and continuously throughout the day. Cleaning of all surfaces will be carried out throughout the TSoM Campus.</li> <li>• Cleaning staff will employ enhanced cleaning processes as advised by the <a href="#">Public Health Ontario's Cleaning and Disinfection for Public Settings</a>.</li> <li>• Use disinfectant products that have a Drug Identification Number (DIN).</li> <li>• Wipe down all the tables, chairs (including bases), door frames or any other surface that may be touched.</li> <li>• Bathrooms and hallways are cleaned during and after class times.</li> <li>• A full stock of handwashing supplies will be available at all times.</li> <li>• Frequent cleaning of high-touch surfaces (i.e. keyboards, tablets) with 70% alcohol.</li> <li>• Faculty and staff should not share personal items (electronic devices, writing materials, etc.)</li> <li>• Garbage containers must be emptied often throughout the day.</li> </ul> <p><b>WASHROOM FACILITIES</b></p> <ul style="list-style-type: none"> <li>• The number of students permitted in the washroom will be limited (2 person limit).</li> <li>• Strict handwashing routines are enforced, with signage posted.</li> <li>• Toilet seats, toilet flushing handles and sink taps will be disinfected frequently.</li> </ul>
7	<b>HAND HYGIENE PROTOCOLS</b>	<ul style="list-style-type: none"> <li>• Handwashing with soap and water for 20 seconds is the most effective way to reduce the spread of COVID-19 (in addition to physical distancing).</li> <li>• When sinks are not available for handwashing, alcohol-based hand sanitizers containing at least 70% alcohol will be available. This is not effective when hands are very soiled – then it is important to wash with soap and water.</li> </ul> <p><b>EMPLOYEES AND STUDENTS SHOULD WASH THEIR HANDS:</b></p> <ul style="list-style-type: none"> <li>• When they arrive at the campus and before they leave campus.</li> <li>• Before and after eating and drinking or handling food.</li> <li>• After using the restroom facilities.</li> <li>• After sneezing and coughing into hands.</li> <li>• Whenever hands are visibly dirty.</li> <li>• After contact with body fluids (i.e. runny noses, spit, vomit, blood).</li> <li>• After cleaning tasks.</li> <li>• After removing gloves.</li> <li>• After handling garbage.</li> </ul>
8	<b>FACE COVERING PROTOCOLS</b>	<ul style="list-style-type: none"> <li>• All employees and students will be required to wear a mask when entering the campus and in common areas (i.e. ground floor, hallways, meeting rooms).</li> <li>• If employees, students, visitors without a face-covering, they will be provided with a fresh mask by the H&amp;S Representative.</li> </ul>
9	<b>PROTOCOLS FOR COMMUNICATING INFECTION PREVENTION AND CONTROL STRATEGIES</b>	<ul style="list-style-type: none"> <li>• Health and Safety Reps will distribute regular communication about COVID-19 resources, infection prevention and control strategies to all students through TSoM Learning Management Platform, CANVAS, and e-mails. <ul style="list-style-type: none"> <li>• Place signage in each room listing the protocols</li> <li>• Posting notices entry points, common areas and in each room</li> <li>• E-mails</li> <li>• Social Media</li> <li>• TV screens</li> </ul> </li> <li>• Communication will be available in different accessible formats, including video, pictures and text in various languages.</li> <li>• Informing students about orientation and student events through regular e-mails.</li> </ul>

#	TOPIC	PLAN
10	<b>RESOURCES &amp; GUIDELINES</b>	<p><b>PROTOCOLS &amp; RESPONSE</b></p> <ul style="list-style-type: none"> <li>• Communication of rules including the wearing of masks – i.e. when students, faculty or staff do not follow the rules, protocols will be disseminated.</li> <li>• Training (through virtual webinars) will be provided on COVID-19 infection prevention and control practices, including how to use personal protective equipment as required.</li> </ul> <p><b>SUPPORT</b></p> <ul style="list-style-type: none"> <li>• Provide list of available supports.</li> <li>• Provide verbiage for faculty announcements in class and on Canvas.</li> </ul> <p><b>STUDENT SERVICES</b></p> <ul style="list-style-type: none"> <li>• Make available supports &amp; resources highly visible for students both virtually and physically in buildings.</li> </ul>
11	<b>STUDENT SERVICES</b>	<ul style="list-style-type: none"> <li>• Face shields available for staff and faculty members, and plexi-glass barriers installed on front-desk where interact with students are frequent.</li> <li>• Tape will be placed on the floor to show where tables and chairs must be in service.</li> </ul>
12	<b>SAFETY PLAN</b>	<ul style="list-style-type: none"> <li>• All employees and students will be required to wear masks on campus.</li> <li>• If Students / Staff are sick – When employees or students are sick, they will be sent home until they recover.</li> <li>• All persons with confirmed symptoms of COVID-19 must follow the 14-day self-isolation period.</li> <li>• If an employee or student becomes sick on campus, they will be isolated and sent home. The space where persons are isolated will be sanitized immediately following.</li> <li>• All employees will be asked to undergo training on health and safety risks.</li> </ul>
13	<b>TECHNOLOGY PLAN</b>	<ul style="list-style-type: none"> <li>• Use of tech plan.</li> <li>• Cleaning equipment on a schedule.</li> <li>• Implementation of Calendly for appointments in high service areas such as Academics Office and Student Services.</li> </ul>
14	<b>ANTICIPATED CHALLENGES</b>	<ul style="list-style-type: none"> <li>• Some students/staff/faculty refuses to come in regardless of the safety plan.</li> <li>• Faculty technical challenges.</li> <li>• Student technical challenges.</li> <li>• Perception by faculty of increased workload. The contact time with students has not increased.</li> <li>• Staff safety plan – adapting to the “new norm” and procedures may be difficult initially.</li> <li>• Students not following protocols – what is the response from faculty, staff, and administration.</li> <li>• Some people will not have masks – so masks will be supplied.</li> </ul>

## Student Affairs Plan

KEY FUNCTIONS	RESTART PLAN
1 on 1 appointments	All one-on-one appointments will be conducted virtually. Students will receive services online through virtual chat, e-mail, or phone.
Workshops/information sessions	Continue to offer via Zoom
Virtual chat and phone services	Continue to offer this service via Zoom, phone, and emails
MyTSoM portal and outlook account	Continue to assist via MyTSoM portal and Outlook account

**OUTBREAK PREVENTION AND  
MANAGEMENT PLAN**

# COVID-19 Response Guide – On-Campus Protocol

## What steps is TSoM taking to help prevent the spread of COVID-19?

- Mandatory self-assessment health forms prior to entering the campus for staff, students, and visitors.
- PPE to all campus community members, including face masks and hand sanitizers.
- Periodically communicate with staff members and students through e-mails to encourage them to continuously self-assess for COVID-19 symptoms.
- Enforced social distancing protocols, adding plexiglass barriers and other precautions where required.
- If any staff member, student, or visitor is experiencing symptoms of COVID-19, they will be required to stay at home.
- Good hygiene reminders placed throughout campus.
- Continuous record keeping of any reported illness or recently travelled staff and students.
- One-way traffic zones in stairways and hallways, with limited occupants in elevators and kitchen areas.
- Alternate in-person and virtual class delivery to reduce the number of people in a particular area at any given time.
- Suspended external visits and consultations on campus.
- Providing disinfectants and hand sanitizers in every workstation, classroom, and common area.
- Increased cleaning and disinfection in work areas, classrooms, common areas, and high-frequency touchpoints.

## On-Campus Outbreak Management Plan

### What do you do if you have a symptom or have been exposed on campus, and how will TSoM manage the case?

#### Step 1: Report illness immediately

- Any student or faculty member experiencing mild or severe symptoms must report it to their Student Services or Academic Services as soon as possible.

#### Step 2: Isolate symptomatic student or instructor

- Sick student/instructor will be asked to wash or sanitize their hands, will be provided with a mask and be asked to isolate in a secure area.
- Student/instructor will be asked to complete the self-assessment on the Ontario [COVID -19 website](#).
- If needed, symptomatic student or instructor will be encouraged to get tested for COVID -19. Students or instructors can visit any COVID -19 assessment centres in Toronto or the surrounding area to get tested. To find more COVID -19 assessment centers near you, [click here](#).

#### Step 3: Contact public health

- If a person is severely ill (e.g., difficulty breathing, chest pain), call 911.
- Student/instructor will be directed to return straight home and call Telehealth (1-866-797-0000), their local Public Health unit, or their family doctor.

**Step 4: If the case is confirmed, shut down the campus and disinfect**

- The campus will be shut down for the remainder of the day while the affected area and equipment are thoroughly disinfected and cleaned.

**Step 5: Report to the Toronto Public Health**

- Management will contact the Toronto Public Health authorities to report the case or outbreak immediately. Toronto Public Health will have full cooperation from TSoM in assisting local public health units in their outbreak investigation and management.
- In the event that local public health units need to collect information about a TSoM student or staff member, representatives can contact TSoM HR at [hr@TorontoSoM.Ca](mailto:hr@TorontoSoM.Ca).

**Step 6: Once the student/instructor has been medically cleared by local public health units and self-isolated for 14 days, contact student services prior to returning to the campus.**

## COVID-19 Assessment Centres Near Campus

We strongly encourage all members in the TSoM community to get tested for COVID-19 if they are experiencing symptoms for more than 14 days. Some convenient locations near TSoM's campus are listed below:

**Mount Sinai Hospital (0.35 km away)**

Walk-in: 8:00 am to 12:00 pm  
600 University Avenue Toronto, ON, M5G 1X5  
<http://www.sinaihealth.ca/covid19/>

**Women's College Hospital (0.60 km away)**

76 Grenville Street Toronto, ON, M5S 1B2  
[http://www.womenscollegehospital.ca/patients-and-caregivers/coronavirus-\(covid-19\)-information-for-patients-and-visitors](http://www.womenscollegehospital.ca/patients-and-caregivers/coronavirus-(covid-19)-information-for-patients-and-visitors)