A low-angle, teal-tinted photograph of a city street, likely in New York City, showing tall buildings and traffic. The image is used as a background for the title text.

# RUIC INTERNATIONAL STUDENT TRAVEL GUIDE

*Welcoming you to Canada*

# **Welcome to Ryerson University International College!**

Whether you are returning to RUIC or starting your first semester of your college experience everyone at RUIC is incredibly excited to support you through your journey.

The purpose of this guide is to help you prepare for your trip, to understand how to create a self-isolation plan, and to provide you with all the necessary supports you will need for self-isolation or quarantine.

At RUIC, we have a team of dedicated Student Success Advisors who are available to support students for any questions they may have from academics to personal concerns. Advisors are also available if you need support in completing the required isolation plans or help in understanding and using the information in this guide. Please do not hesitate to reach out to the Student Success advising team anytime by email at [advising@ryersonuic.ca](mailto:advising@ryersonuic.ca), or by dropping into a Zoom appointment through your Student Portal!

We want to ensure that you are prepared and safe to transition to life in Canada prior to beginning your studies at RUIC. This Guide is meant to offer you a starting point to learn about resources that will help to support you through that transition to life in Canada as well as to build a network of support, community, and connection as you complete your mandatory isolation or quarantine.

RUIC is committed to creating a diverse, equitable, and inclusive community offering mental health and anti-racism support where students are comfortable in reaching out for personal help, asking questions, seeking support, speaking about health and well-being and addressing any other issues that personally impact them. As a community, we are all working together to use COVID-19 transmission control practices, including reporting of symptoms, isolation and quarantine, wearing masks or face coverings, physical distancing, handwashing, proper hygiene, and sanitization.

Ryerson University International College is adhering to all Orders declared by Provincial Health Officers, and regularly monitoring Orders and public health guidance will be part of routine operations. We strive to keep students as up to date as possible as our plans, protocols, and processes are updated routinely to reflect the dynamic nature of the COVID-19 pandemic.

Please read through this guide carefully to start to plan your individual journey to RUIC for your unique needs. Your health and safety are our number one priority and as circumstances are continually evolving, it is more important than ever to understand where you can connect for support, build community, and connection.

We wish you all the best in the start of your semester!

Sincerely,

Ryerson University International College

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# Arrival to Canada

## Coming to Canada

This guide has been prepared to help you plan for your arrival, and the arrival of your immediate family members, in Canada and to ensure you are prepared to follow the government mandated self-isolation COVID19 protocols.

Please read this IMPORTANT COVID-19 INFORMATION for all travellers to Canada:

All people returning to, or arriving in, Canada from international destinations are required to self-isolate for a period of 14 days under the Quarantine Act. This is a legal requirement of all travellers and it is enforceable by RCMP or local police with [potential fines and imprisonment](#) if not followed.

Travellers must prepare a Self-Isolation Plan and complete the federal ArriveCAN application for approval prior to their return to Ontario.

RUIC staff will support you in preparing for your trip and self-isolation. We have prepared the Guide as a resource to ensure you are following COVID19 protocols and that your arrival to Canada is safe.

### Download the ArriveCAN app ([iOS](#), [Android](#), or [web format](#))

- iPhone: <https://apps.apple.com/ca/app/canarrive/id1505394667>
- Android: [https://play.google.com/store/apps/details?id=ca.gc.cbsa.coronavirus&hl=en\\_US](https://play.google.com/store/apps/details?id=ca.gc.cbsa.coronavirus&hl=en_US)

It is a requirement that you use the ArriveCAN app or website prior to boarding your flight to Canada. You can submit your information easily and securely via the app within **48 hours before** arriving in Canada. The app helps you to:

- provide mandatory information that is required for entry into Canada
- avoid lineups and reduce points of contact at the border
- provide updates on your quarantine compliance and the development of any symptoms during the 14 days after arriving in Canada

You will be required to confirm your understanding of the pre-arrival and quarantine requirements as part of your RUIC Self-Isolation Questionnaire, so please ensure you have read and understood this information. RUIC staff are available to support you should you have questions at [advising@ryersonuic.ca](mailto:advising@ryersonuic.ca)

**To begin, please read the Self Isolation and Quarantine instructions and then use the following Self Isolation and Quarantine checklist to help you complete the RUIC Self-Isolation Questionnaire:**

<https://machform.ryersonuic.ca/view.php?id=11395>

# Mandatory Quarantine Instructions

## CORONAVIRUS DISEASE (COVID-19)

You may have come into contact with the virus that causes COVID-19

### MANDATORY QUARANTINE

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

Your compliance with this Order is subject to verification and enforcement.

Those in violation may face transfer to a quarantine facility as well as fines and/or imprisonment.

- ✓ Ensure you have a **suitable place of quarantine** that has the necessities of life.
- ✓ **Go directly to your place of quarantine** without delay and stay there for 14 days from the date you arrived in Canada.
- ✓ You **must wear a suitable non-medical mask or face covering** while in transit.
- ✓ **Practise physical distancing** at all times.
- ✓ **Use private transportation** such as a private vehicle to reach your place of quarantine, if possible.
- ✗ **Avoid contact with others while in transit:**
  - ✓ Remain in the vehicle as much as possible;
  - ✓ If you need gas, pay at the pump;
  - ✓ If you need food, use a drive through;
  - ✓ If you need to use a rest area, put on your mask and be mindful of physical distancing and good hygiene practices.

### SOME PROVINCES AND TERRITORIES HAVE ADDITIONAL TRAVEL RESTRICTIONS

(For example, no non-essential travel into the province, limited access to certain regions within the province, etc.)

Please refer to the list of provincial and territorial websites on the back of this handout for more information.

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

### YOU MUST MONITOR YOUR HEALTH FOR 14 DAYS

FEVER



COUGH



DIFFICULTY BREATHING



If you start experiencing any symptoms of COVID-19 (cough, shortness of breath, a fever equal to or greater than 38°C or signs of fever e.g. shivering, flushed skin, or excessive sweating):

- Isolate yourself from others.
- Contact your local public health authority (see back for contact information) and follow their instructions.

The 14-day period starts again if, during your quarantine period, you develop any signs and symptoms of COVID-19, including those noted above.

Please refer to <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html> for additional symptoms common to COVID-19.



Public Health  
Agency of Canada

Agence de la santé  
publique du Canada

Canada

## TO HELP REDUCE THE SPREAD OF COVID-19



Go directly to your place of quarantine, and avoid making any stops while in transit.



Check-in within 48 hours of arrival through the ArriveCAN app, online at <https://arrivecan.cbsa-asfc.cloud-nuage.canada.ca> or call 1-833-641-0343.



Report your symptoms through the ArriveCAN app, online at <https://arrivecan.cbsa-asfc.cloud-nuage.canada.ca> or call 1-833-641-0343 every day until the end of your 14-day quarantine.

## WHAT YOU CAN AND CANNOT DO DURING YOUR 14-DAY QUARANTINE

### PROHIBITED during quarantine

- ✗ You may not leave your place of quarantine unless it is to seek medical assistance.
- ✗ You may not have any guests even if you are outside and stay 2m apart from them.

### PERMITTED during quarantine

- ✓ You may use shared spaces, or private outdoor spaces in your place of quarantine provided you:
  - ✓ Avoid contact with others who did not travel with you;
  - ✓ Disinfect spaces after use;
  - ✓ Wear a suitable non-medical mask or face covering if a distance of 2m from others residing in your place of quarantine cannot be maintained.

### RECOMMENDED during quarantine



Wash your hands often with soap and warm water or use an alcohol-based hand sanitizer containing at least 60% alcohol.



Avoid touching your face.



Cover your mouth and nose with your arm when you cough or sneeze.

**YOU WILL BE CALLED FROM 1-888-336-7735 TO VERIFY YOUR COMPLIANCE DURING YOUR 14-DAY QUARANTINE.**

## PUBLIC HEALTH AUTHORITIES

PROVINCES AND TERRITORIES	TELEPHONE NUMBER	WEBSITE
British Columbia	811	<a href="http://www.bccdc.ca/covid19">www.bccdc.ca/covid19</a>
Alberta	811	<a href="http://www.myhealth.alberta.ca">www.myhealth.alberta.ca</a>
Saskatchewan	811	<a href="http://www.saskhealthauthority.ca">www.saskhealthauthority.ca</a>
Manitoba	1-888-315-9257	<a href="http://www.manitoba.ca/covid19">www.manitoba.ca/covid19</a>
Ontario	1-866-797-0000	<a href="http://www.ontario.ca/coronavirus">www.ontario.ca/coronavirus</a>
Quebec	1-877-644-4545	<a href="http://www.quebec.ca/en/coronavirus">www.quebec.ca/en/coronavirus</a>
New Brunswick	811	<a href="http://www.gnb.ca/publichealth">www.gnb.ca/publichealth</a>
Nova Scotia	811	<a href="http://www.nshealth.ca/public-health">www.nshealth.ca/public-health</a>
Prince Edward Island	811	<a href="http://www.princeedwardisland.ca/covid19">www.princeedwardisland.ca/covid19</a>
Newfoundland and Labrador	811 or 1-888-709-2929	<a href="http://www.gov.nl.ca/cond-19">www.gov.nl.ca/cond-19</a>
Nunavut	1-867-975-5772	<a href="http://www.gov.nu.ca/health">www.gov.nu.ca/health</a>
Northwest Territories	811	<a href="http://www.hss.gov.nt.ca">www.hss.gov.nt.ca</a>
Yukon	811	<a href="http://www.yukon.ca/covid-19">www.yukon.ca/covid-19</a>

**FOR MORE INFORMATION**

1-833-784-4397

[canada.ca/coronavirus](https://canada.ca/coronavirus)

# Mandatory Isolation Instructions

## CORONAVIRUS DISEASE (COVID-19)

You have symptoms that may be due to COVID-19

### MANDATORY ISOLATION

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

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

### YOU MUST ISOLATE WITHOUT DELAY

- ✓ Ensure you have a suitable place of isolation that has the necessities of life.
- ✓ Go directly to the place where you will isolate without delay, and stay there for 14 days from the date you arrive in Canada.
- ✓ You must wear a suitable non-medical mask or face covering while in transit.
- ✓ Practise physical distancing at all times.
- ✗ Do not take public transportation. Use private transportation only, such as your private vehicle.
- ✗ Avoid contact with others while in transit.
  - ✓ Remain in the vehicle.
  - ✗ Do not stay at a hotel.
  - ✓ If you need gas, pay at the pump.
  - ✓ If you need food, use a drive through.
  - ✓ If you need to use a rest area, put on your mask and be mindful of physical distancing and good hygiene practices.

### SOME PROVINCES AND TERRITORIES HAVE ADDITIONAL TRAVEL RESTRICTIONS

(For example, no non-essential travel into the province, limited access to certain regions within the province, etc.)

Please refer to the list of provincial and territorial websites on the back of this handout for more information. Note that you may also be contacted by provincial/territorial authorities throughout your 14-day isolation and, if federal and provincial/territorial guidelines differ, you should follow the most precautionary and stringent requirements.

### YOU MUST CONTINUE TO MONITOR YOUR HEALTH FOR



FEVER



COUGH



DIFFICULTY BREATHING

If your symptoms get worse (cough, shortness of breath, fever equal to or greater than 38°C, or signs of fever e.g. shivering, flushed skin, excessive sweating), contact your local public health authority and follow their instructions.

Please refer to <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html#s> for additional symptoms common to COVID-19.



Public Health  
Agency of Canada

Agence de la santé  
publique du Canada

Canada

## TO HELP REDUCE THE SPREAD OF COVID-19



Go directly to your place of isolation. Do not make any stops while in transit.



Check-in within 48 hours of arrival through the ArriveCAN app, online at <https://arrivecan.cbsa-asfc.cloud-nuage.canada.ca> or call 1-833-641-0343.



Report your symptoms through the ArriveCAN app, online at <https://arrivecan.cbsa-asfc.cloud-nuage.canada.ca> or call 1-833-641-0343 until the end of your 14-day isolation.

## WHAT YOU CAN AND CANNOT DO DURING YOUR 14-DAY ISOLATION

### PROHIBITED during isolation

- ✗ You may **not** leave your place of isolation unless it is to seek medical assistance.
- ✗ You may **not** use a private outdoor space if you have one at your place of isolation (ex: backyard or balcony).
- ✗ You may **not** have any guests.

### PERMITTED during isolation

- ✓ You may use shared spaces in your place of isolation provided you:
  - ✓ Avoid contact with others who did not travel with you.
  - ✓ Put in place precautions to regularly clean common areas after use.
- ✓ Wear a medical mask or suitable non-medical mask or face covering if a distance of 2m from others in your place of isolation cannot be maintained.

### RECOMMENDED during isolation



Wash your hands often with soap and warm water or use an alcohol-based hand sanitizer containing at least 60% alcohol.



Avoid touching your face.



Cover your mouth and nose with your arm when you cough or sneeze.

**YOU WILL BE CALLED FROM 1-888-336-7735 TO VERIFY YOUR COMPLIANCE DURING YOUR 14-DAY ISOLATION.**

## PUBLIC HEALTH AUTHORITIES

PROVINCES AND TERRITORIES	TELEPHONE NUMBER	WEBSITE
British Columbia	811	<a href="http://www.bccdc.ca/covid19">www.bccdc.ca/covid19</a>
Alberta	811	<a href="http://www.myhealth.alberta.ca">www.myhealth.alberta.ca</a>
Saskatchewan	811	<a href="http://www.saskhealthauthority.ca">www.saskhealthauthority.ca</a>
Manitoba	1-888-315-9257	<a href="http://www.manitoba.ca/covid19">www.manitoba.ca/covid19</a>
Ontario	1-866-797-0000	<a href="http://www.ontario.ca/coronavirus">www.ontario.ca/coronavirus</a>
Quebec	1-877-644-4545	<a href="http://www.quebec.ca/en/coronavirus">www.quebec.ca/en/coronavirus</a>
New Brunswick	811	<a href="http://www.gnb.ca/publichealth">www.gnb.ca/publichealth</a>
Nova Scotia	811	<a href="http://www.nshealth.ca/public-health">www.nshealth.ca/public-health</a>
Prince Edward Island	811	<a href="http://www.princeedwardisland.ca/covid19">www.princeedwardisland.ca/covid19</a>
Newfoundland and Labrador	811 or 1-888-709-2929	<a href="http://www.gov.nl.ca/covid-19">www.gov.nl.ca/covid-19</a>
Nunavut	1-867-975-5772	<a href="http://www.gov.nu.ca/health">www.gov.nu.ca/health</a>
Northwest Territories	811	<a href="http://www.hss.gov.nt.ca">www.hss.gov.nt.ca</a>
Yukon	811	<a href="http://www.yukon.ca/covid-19">www.yukon.ca/covid-19</a>

**FOR MORE INFORMATION**

1-833-784-4397

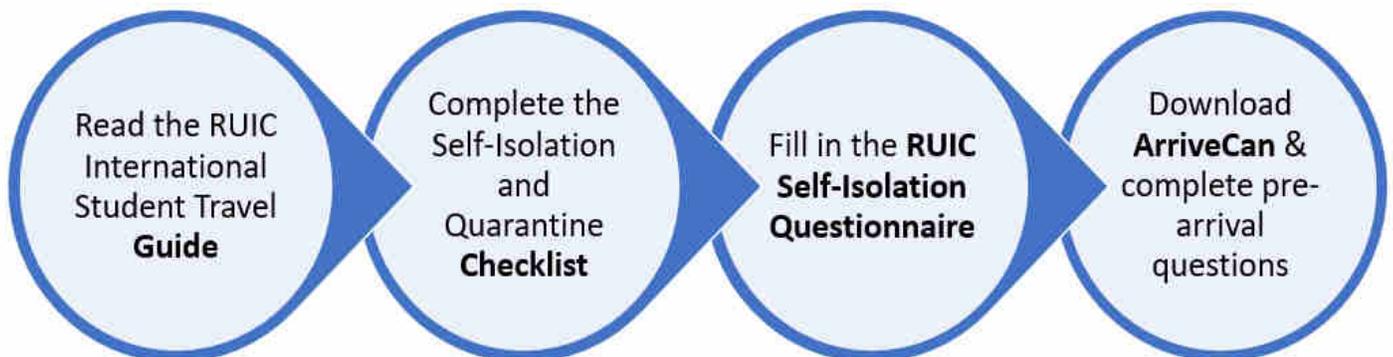
[canada.ca/coronavirus](https://canada.ca/coronavirus)

## RUIC Self-Isolation and Quarantine Checklist

Please use the following checklist to guide you through the necessary steps to prepare for your government mandated 14-day isolation upon arrival in Canada.

The RUIC International Student Travel Guide will also have resources and recommendations to support you to complete the checklist to ensure you are fully prepared to arrive.

- Work with your designated support person to select and book appropriate accommodations where you can self-isolate
- Choose an option for food and necessary supplies for the 14-day period
- Register for Guardianship, if under 19 years of age
- Ensure you have the financial means to cover the cost of Quarantine
- Understand the closest clinic and hospital to your accommodations
- Learn about additional community resources for physical and mental health:
  - Guard Me Medical Insurance
  - Mobile Doctor
  - MySSP (Keep Me Safe)
- Determine an Emergency Contact
- Review all additional resources to support with the transition to life in Canada
- Complete the RUIC Self-Isolation Questionnaire
- Complete your pre-arrival check-in with your Designated Support Person, including receiving information about your arrival transportation
- Complete the Federal ArriveCan application, 48 hours before travel
- Arrive in Canada
- Check in with your Designated Support Person every day
- Monitor yourself and family for symptoms and report through ArriveCAN
- Complete the COVID-19 test on Day 12 of quarantine, with support of RUIC
- Engage in the community, build connections, and rest



- Do this so you are aware of all the resources available to help with your arrival to Canada.

- Organize all necessary arrangements prior to arriving. They will be needed in your isolation plans

- This is required by RUIC and will also prepare you to answer the ArriveCan questions.

- This is required by the Canadian Government to track everyone who arrives in Canada.

## Accommodations

Students and families arriving in Canada must have suitable accommodation in order to complete their 14-day self-isolation or quarantine. Your RUIC Designated Support Person will work with you to determine the best accommodation option for you. All accommodation must be approved by RUIC through your Designated Support Person.

Quarantine accommodation must meet the following criteria:

1. Students or student family unit will have their own room with a private bathroom;
2. That there are protocols for environmental cleaning with specific references to Public Health Ontario's Cleaning and Disinfection for Public Settings guidance document;
3. Protocols for appropriate accommodations to properly support disabilities or other health conditions.

If you already have a house or apartment, your home may be a suitable place to quarantine, however there are additional options in the event that you are in a living arrangement in which you are not able to fully isolate from others, primarily hotels. Homestay arrangements and alternate accommodation options may be available upon request but must be approved by your RUIC Designated Support Person to ensure compliance with Public Health requirements.

Hotels are committed to providing a safe and clean environment for all guests and have a series of health and safety protocols that they are obliged to follow. Hotels will need to confirm that they are meeting the [Public Health Ontario Cleaning and Disinfecting for Public Settings requirements](#).

Hotels may provide additional services and have additional requirements if a student is self-isolating for 14 days. Please inquire at the time of booking.

Hotels	Rate <sup>1</sup>	Features	Booking Procedure
<b>Holiday Inn Toronto International Airport</b> (3 Star Hotel)	Room: \$72+tax  Optional meal plan: \$50+tax	<ul style="list-style-type: none"> <li>• Wi-Fi included</li> <li>• Complimentary Shuttle Pick Up</li> <li>• TV, mini-fridge, microwave, and coffeemaker</li> </ul>	Book here: +14166757611 <a href="mailto:sales@yyzia.com">sales@yyzia.com</a>  970 Dixon Rd, Toronto, ON M9W 1J9
<b>DoubleTree by Hilton Toronto Airport</b> (4 Star Hotel)	Room: \$99+tax  Optional meal plan: \$50+tax	<ul style="list-style-type: none"> <li>• Wi-Fi included</li> <li>• Complimentary Airport Shuttle Pick Up</li> <li>• In room coffee, tea, mini-fridge, TV</li> </ul>	Book here: +14166742222  925 Dixon Rd, Toronto, ON M9W 1J8

<sup>1</sup> Rates are per night and exclusive of applicable fees and taxes, unless noted and subject to change

## Arrive Safe

Upon landing in Canada, you will be required to go through Immigration where you will meet with an Immigration Officer from Canada Border Services Agency (CBSA). They will likely ask you questions about your reasons for coming to Canada, along with information about your plans for quarantine. To help you prepare for this process.

RUIC has prepared an arrival document that you can show to the Immigration Officer, along with your RUIC Letter of Offer, Letter of Acceptance, and other documents they may request to see. Your Self-Isolation Questionnaire will be emailed to you once you complete the form located at <https://machform.ryersonuic.ca/view.php?id=11395>. By completing this form, the RUIC office will have your current plan for self-isolation, helping us have your contact details for when we follow-up with you over the two-week period to make sure you're doing okay.

This information is also useful for the Immigration Officer to see that you have organized a plan to ensure your safety and those around you.

### **Please be aware of the below to ensure your travel and arrival is safe for yourself and others :**

- Be prepared to follow airline and airport directions about wearing a mask/face covering, washing/sanitizing your hands, staying 2 meters apart from other people, or other actions.
- Answer every question from airline, airport or CBSA staff completely and truthfully. It is okay to ask someone to repeat a question or explain it in a different way if you do not understand.
- Travel directly to your place of isolation. Do not stop anywhere. Wear a mask or face covering while traveling to your place of isolation
- Contact the RUIC office by emailing [advising@ryersonuic.ca](mailto:advising@ryersonuic.ca) to notify RUIC that you have arrived. Be sure to give the student success advisor your most up to date contact information (email address, postal address, phone number).
- Please continue to check these websites for the most up to date information:
  - Government of Canada COVID-19 information [here](#).

### **To help reduce the spread of COVID-19:**

- Go directly to your place of quarantine. Do not make any stops while in transit.
- Check-in within 48 hours of arrival through the ArriveCAN app or call 1-833-641-0343 and report your symptoms through the ArriveCAN app every day until the end of your 14-day isolation.

## Transportation from Airport to Accommodation

Arriving students and their family members must travel from the Airport to their quarantine accommodation in transportation arranged by RUIC that meets public health protocols and standards. Steps you will need to take upon arrival include:

- complete a self-assessment of COVID-19 prior to meeting your transportation representative (driver) (information on how to complete this is here <https://covid-19.ontario.ca/self-assessment/>)
- meet your transportation representative directly at the airport point of entry (details will be provided to you when your booking is made through your Designated Support Person)
- on meeting your transportation representative, they will provide you with a new mask which you must wear. They will also remind you of your obligations to practice physical distancing and hand hygiene throughout your travel.
- travel directly to your quarantine accommodation in private transportation, do not make any stops.
- confirmation will be required in pre-arrival documents that there will be no planned or unplanned stops during your travel to your accommodation from the airport.

Please see below for options available to you:

Types	Information	Booking Procedures
RUIC Pre-Arranged Transportation	<p>If you are not staying at a hotel which is providing a shuttle service for pick-up, private transportation will be arranged for you through your Designated Support Person.</p> <p>Students will submit their flight information through the Self-Isolation Questionnaire and RUIC will arrange for students and family members to be picked up and brought directly to their quarantine destination.</p>	<p>Please indicate on your RUIC Self-Isolation Questionnaire that you need transportation and an RUIC representative will contact you to follow up to confirm your transportation arrangements.</p>
Hotel Shuttle	<p>If you are staying in the Holiday Inn Toronto or the DoubleTree by Hilton Toronto Airport, information on Page 9, then the hotel will arrange a shuttle for you.</p>	<p>Please see Page 9 for hotel booking procedure. You will be required to provide confirmation of your shuttle booking in your Pre-Arrival Check-In with your Designated Support Person.</p>

## **COVID-19 Testing**

Students will be required to book an appointment at a [local Assessment Centre for a COVID-19 test](#) in order to be tested for COVID-19 on their 12th day of quarantine. Please see the Appendix for a list of available test locations.

The Designated Support Person will prompt the students to book the appointment by day 5 of their quarantine and advise their Designated Support Person once they have booked the appointment. Students will receive a call or email to follow up to confirm they have booked an appointment and will be asked to provide the date and time of appointment.

If a student has failed to book an appointment, the RUIC Designated Support Person will follow-up the following day to confirm the details.

- Students will be asked to report back to their Designated Support Person once their test is complete.
- Students will be contacted by their Designated Support Person on their 14th day of quarantine to confirm the test results before students complete their quarantine.
- If the results are not available or results of their COVID-19 assessment is positive, RUIC will work with the student to ensure the student has all supports and accommodations necessary to complete another 14 day quarantine period.

### **Travelling to your testing appointment**

Your Designated Support Person will work with you to arrange private transportation to your test location, for which there will be an additional charge. Your Designated Support Person will discuss this with you and provide further information about costs as part of your Pre-Departure Check-In. Transportation arrangements will be confirmed on your behalf once your test is booked and the timing of your test is provided to your Designated Support Person per the process above.

Transportation will be directly to the test site, returning to your quarantine location. You should be prepared to follow instructions from the driver about social distancing, hand hygiene and mask usage.

### **A few other helpful hints to help you with your COVID-19 test include:**

- Be prepared to follow testing site directions about wearing a mask/face covering, washing/sanitizing your hands, staying 2 meters apart from other people, or other actions.
- Answer every question completely and truthfully. It is okay to ask someone to repeat a question or explain it in a different way if you do not understand.
- Travel directly to your testing site. Do not stop anywhere. Wear a mask or face covering while traveling to your place of COVID-19 testing.

Should a student become uncomfortable in their self-isolation location, or require more quarantine support, support will be made available to make alternate arrangements.

## Custodial Guardianship

In Canada, an individual under the age of majority is a minor in Canada. In Ontario, the age of majority is 18 years, so individuals under the age of 18 require a "Custodial Guardian" to ensure that that the student is safe and has the support needed to live in Canada.

Guardians will support students in many areas of their life based on their individual needs to ensure they are successful.

Here are some ways that a guardian will support students:

- Maintaining regular communication to support students with questions and concerns
- Signing official documents for activities or services which require waivers
- Ensuring students understand federal, provincial, and municipal laws and regulations
- Communicating with the school regarding academics, process, and transition
- Supporting with opening accounts for cell phones, bank, etc.
- Responding to emergencies, making medical decisions, and overseeing the general health and well-being of the student
- Offering support with homestay families or residence

Guardianship	Fees	Booking Procedure
<b>International Student Guardianship Canada</b>	Please visit their webpage for a list of services: <a href="https://isguardianshipcanada.com/about-isgc/">https://isguardianshipcanada.com/about-isgc/</a>	Please apply directly through: <a href="https://isguardianshipcanada.com/contact-us/">https://isguardianshipcanada.com/contact-us/</a>

# Stay Fed, Stay Healthy

## Groceries and Essentials

Below are some retailers that offer delivery service for essential food and personal items. It is important to order supplies to maintain good hygiene, such as soap, shampoo, toothbrush, toothpaste, and toilet paper. Please consider ordering some medication like, Vitamin C, cold and flu medication. When ordering food, please keep in mind the difference between perishable and non-perishable food items.

**Perishable Foods** are items that likely need to be refrigerated otherwise they will spoil



**Non-Perishable Foods** do not require refrigeration and will last a long time



 <b>Walmart</b>	 <b>Amazon</b>	 <b>Instacart</b>
Is a large supermarket	Online shopping and delivery system	An online hub for multiple supermarkets based on your address
There is a delivery fee of \$9.97 Minimum order value of \$50 (before taxes and fees) to be eligible for Grocery Delivery	Amazon Prime allows for free and potentially faster delivery If you do not have Amazon Prime, delivery fees depend on the items	Instacart Express is a membership which has an annual fee but with it \$0 fees on orders of \$35 or more Supermarkets includes Walmart, Shoppers Drug Mart, T&T Supermarket etc.
App is available		

## Meal Kit Delivery

There are several local companies that deliver easy-to-assemble meal kits. These come with the ingredients and recipes to help you make the meal yourself. These services require you to cook the meals at home. All these companies are subscription-based with varying costs per meal.

If you are looking for cooked meals to be delivered to you feel free to check out these [Prepared Meal Delivery](#) options.

Below is a list of some of the services readily available in Toronto:

### Good Food

Weekly grocery delivery service. Fresh, and high-quality food delivered straight to your door, at good prices!

The logo for Good Food, featuring the word "goodfood" in a lowercase, teal, sans-serif font.

### HelloFresh

HelloFresh is a meal kit delivery service! We plan, prep, shop, and deliver fresh ingredients straight to your door. All that's left for you to do is cook. So sit back, relax and let HelloFresh take care of the time-old question of "What's for dinner?"



### Chef's Plate

Order from a weekly menu of meals delivered to your door you can easily make by following a set of instruction on provided cards. You might just end up with tacos, enchiladas, pork chops or mac n' cheese.

The Chef's Plate logo, featuring the words "chefs plate" in a red, lowercase, sans-serif font with a red underline beneath the word "plate".

## Take Out Delivery Services

The services below deliver already cooked ready to eat foods from a variety of restaurants. Each of these services drive to the restaurant to pick up the food, but these services are not restaurants themselves. This means that the driver is typically not associated with the actual restaurant.

Some restaurants will have delivery fees typically between \$2-\$5, however sometimes you qualify for free delivery if spend over a certain price for the entire order, typically between \$20-\$30.

You can leave instructions for drivers in the app to ask them to call you on arrival, leave the meal on your doorstep, or to go around to the back of a basement suite. Each app will tell you what payments are accepted.

**Visa gift cards may be an alternative if you do not have access to an international credit card but please check with each location.**

 <a href="#">Skip the Dishes</a>	 <a href="#">Uber Eats</a>	 <a href="#">DoorDash</a>
Rated most popular take out service	Known for fast delivery	An additional option for busy days
Credit or debit.	Credit, debit, Paypal, or gift card	Credit or debit.

# Health and Medical Insurance

Please be prepared, prior to arriving in Canada, to bring enough of any anticipated required medications or personal care supplies. Please see below for more information on medical services (doctor) or to access to medication should the need arise during your self-isolation or quarantine.

## Medical Insurance Providers

### Guard Me

- Guard Me insurance is mandatory for all students at RUIC and will be active unless you have previously opt-ed out.
- The RUIC Student Guard Me Portal has a lot of useful links to search for clinics, submit claims online and register for Mobile Doctor, and MySSP.
- Your Guard Me insurance is meant for new or emergent conditions.
- Please see the RUIC Medical Insurance page for coverage details.



### Private Insurance

- Students may have private insurance through their family and if that is the case should consult directly with their provider regarding coverage and claims.

### UHIP (University Health Insurance Plan)

- [UHIP](#) is a plan for international students that provides medical coverage similar to OHIP (Ontario Health Insurance Plan). International students will automatically be enrolled in UHIP once they transfer to Ryerson University.

## Finding Clinics and Pharmacies

### Search for a Canadian Clinic

- Use the RUIC Guard Me Portal and to find clinics that are close to your home.
- Guard Me "Preferred" clinics may show up in your search and that means that if you bring your Guard Me card you will not need to pay for the cost of the visit.
- If you want to visit a clinic not on the preferred list, you will need to pay for your visit and then submit an online claim.

### Pharmacies

- A pharmacy is a store that has a combination of prescription medications that a doctor will prescribe you after a visit as well as other useful medication that you can receive "over the counter" to treat minor coughs, colds, and flus.
- A pharmacist can help you to find the over the counter medication you need if you need advice.
- Pharmacies can be their own store, for example Rexall, Shoppers Drug Mart, or London Drug, however other large grocery stores, such as Walmart, Safeway, Save On Food, and T&T etc, may also contain small pharmacy sections where you can get over the counter medicals like pain relief medication, cough syrups, throat lozenges, thermometers and so on.



## Online Health Care Providers

### Mobile Doctor

- A convenient way to connect with a medical practitioner online without having to leave your home. Through Mobile Doctor, you can describe your symptoms and receive recommendations or prescriptions for your ailments. You can chat, audio call, or video call a doctor!
- If you are using Guard me, then [register here](#) to start using Mobile Doctor.



## Online Mental Health Resources

### Keep.me Safe / My SSP

- The keep.meSAFE Student Support Program (MySSP) offers free counseling support for 24/7/365 through the My SSP app. This is a confidential and voluntary service available to your university or college.
- Start a real-time chat or phone call with an advisor/counsellor, schedule ongoing phone and video sessions with an advisor/counsellor, text, call, or chat online.
- [Register here](#) to start using MySSP.



### 7 Cups

- A website which provides online therapy and free support to people experiencing emotional distress by connecting them with trained listeners. The listener, trained in active listening, interacts with the person seeking help via an anonymous and confidential live chat.
- Visit the website [here](#) for more information!



## Reducing Social Stigma of COVID-19

Any concerns about racism related to COVID-19 should be escalated to [advising@ryersonuic.ca](mailto:advising@ryersonuic.ca) or to the College Director. As a college founded on the values of diversity, equity, and inclusion, racism and marginalization are not tolerated.

Please visit these websites for additional resources on reducing social stigma:

- [World Health Organization – Social Stigma Associated with COVID-19](#)
- Public Health Agency of Canada:
  - [COVID-19: Testing and reducing stigma:](#)
  - [Addressing Stigma: Towards a More Inclusive Health System:](#)
  - [Addressing stigma in Canada’s health system:](#)

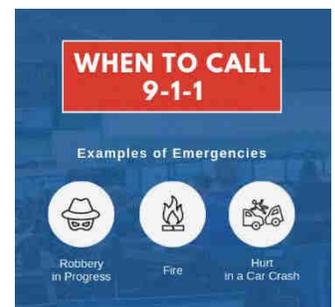
## Important Phone Numbers

### 1-866-797-0000: Telehealth Ontario

- If you experience any medical problems and want to speak to a registered nurse 24/7, [Telehealth Ontario](#) is a free, confidential service you can call to get health advice or information.
- The nurse will help you decide whether to:
  - handle a problem yourself, visit your doctor or nurse practitioner, go to a clinic or hospital emergency room, or contact a community service
- You can contact Telehealth Ontario when you have health-related questions or concerns about:
  - illness or injury that may need medical care
  - illnesses that don't go away or keep coming back
  - food and healthy eating (you will be connected to a registered dietitian)
  - teen health and issues
  - depression, suicide or other mental health concerns
- Translation services are available in more than 300 languages.
- If you notice any symptoms of COVID-19, please visit the [Government of Ontario COVID-19 webpage](#), to complete a self-assessment and direct you to a testing site if needed.

### 911: Emergency Police, Fire, and Ambulance

- The general rule: Dial 911 when there's an immediate threat to life or property, such as an accident, a crime, a fire or a medical emergency
- Serious medical emergencies warrant a 911 call, so don't hesitate if you witness a heart attack, stroke, anaphylaxis, broken limbs, choking, drug overdose, drowning, a psychotic episode, or uncontrolled bleeding



### 211: Ontario 211 Services

- It is a free, confidential, helpline that simplifies finding support and community services for Ontario residents and an online database of services in Ontario.
- The 211 helpline phones are answered by Information and Referral Specialists at 6 organizations in Ontario. These organizations are 211 Regional Service Partners - 5 non-profits and 1 municipality.

### Telephone Counseling Hotlines

- 1-800-Suicide (1-800-784-2433): for individuals who are or know someone who is having thoughts of suicide. The service is available 24 hours a day, 7 days a week and in up to 140 languages. Operated in partnership with Crisis Intervention and Suicide Prevention Centre of BC.
- 1 (833) 456 4566: Canada Suicide Prevention Service: The new Canada Suicide Prevention Service (CSPS) enables callers anywhere in Canada to access crisis support using the technology of their choice (phone, text or chat), in French or English.

## Financial – Setting up a Student Bank Account

As a student, you can set-up a Canadian Bank account with no monthly fees.

You can start to set-up your account online, but will need to visit a branch in-person and provide additional information to receive your Canadian Debit Card once you have completed your quarantine.

To set-up a bank account you will need to provide:

- A copy of your passport (ID)
- A copy of your study permit
- Canadian phone number
- Proof of your Canadian Address
  - Examples: lease agreement, letter from landlord/homestay, utility bill with your name on it
- RUC Enrolment Letter

Your proof of address and enrolment letter will need to be shown in-person to receive your debit card. These can both be “soft copies”, shown electronically on your phone. Please remember to check the hours of operation before your visit.

## Communication – Setting up a Canadian Phone Number

A Canadian Phone Number will be important for you as a student. Canada has long-distance charges and it may be difficult for people to contact you without getting a local phone.

There are different phone companies that you can choose from when setting up a phone number. Most likely, you will be signing up for a plan for a specific amount of time, that includes maximums on data, texting, and calling.

**Koodo, Telus, Rogers, Fido, Bell, and Freedom Mobile**, are a few phone companies available in Toronto. There are many companies that offer coverage with a wide variety of plans, ranging from \$50-\$100, so shop around for the best deal!

Please note: If you are under the age of 19, you will need to provide your Parent/Guardian’s information to obtain a SIM Card and/or new phone.

Plans for phone accounts often change in price and what is on offer. If you have any questions about the plans on offer or this procedure, please contact the retailer directly for plans and packages.

# Wellness

## Headspace

- Learn to Meditate using Headspace with guided exercises, videos, articles, and more. Find what's right for you with sections including Meditation, Sleep and Wake up cycles, Stress & anxiety, as well as Movement & Healthy living.
- Visit the [Headspace website](#) or download the App on your smartphone
- The App costs \$13 monthly with a one-week free trial, or \$70 annually with a two-week free trial



## Calm

- Calm allows you to complete a survey to determine what you would like to work on such as reducing stress, building self-esteem, improving sleep, etc. Further, there are walking meditations, body scans, masterclasses, and Sleep Stories
- You can visit the [Calm website](#) or download the 'Calm' App on your phone
- The App costs \$60 annually with a 30-day free trial



## Insight Timer

- This website offers relaxing music tracks, a section for kids, and therapeutic pep talks from the likes of Indian yogi Sadhguru and psychotherapist Anthony DeMell
- You can download the Insight Timer App on your smartphone, or visit the [Insight Timer website](#).

## Colouring Apps

- Use Pigment or Colorfy to relax and unwind with realistic online colouring book options, as well as paint, color and drawing games
- Both Apps are free for you to download on your phone



## Exercise Resources

- You can search YouTube for a wide variety of guided exercises, including beginner's yoga, quick 7-10-minute workouts, even high intensity interval training!
- Some examples of exercise channels include: [MadFit](#), [Yoga with Adriene](#), [Ask Doctor Jo](#), [Group HIIT](#), and much more!
- YouTube Free is a free App to Download on your phone, or you can visit the website here: <https://www.youtube.com/>

# Education

## Language Learning

### DuoLingo

- Duolingo provides quick, daily lessons that are adapted to your learning style and where you receive immediate grading!
- You can select from a variety of languages and skill levels, and stay motivated with rewards and new levels as you learn
- Download the free App or visit the [DuoLingo website](#) to get started



### HelloTalk.

- Chat with native speakers around the world to learn a new language! HelloTalk is a language exchange, where a native speaker teaches you their language, while you teach them yours!
- Chat with language partners via text, voice recordings, voice calls and doodles.
- Download the free App or visit the [HelloTalk website](#) to get started



### YouTube

- YouTube also has many options for support with practicing your English. Here are some helpful channels below:
  - [English Class 101](#)- explore various audio and video lessons with topics such as “how to express problems in English” and “1200 words every English beginner must know.”
  - [Rachel’s English](#)- practicing your conversational English and pronunciation with topics such as “English phone conversations and “how to increase your English vocabulary”
  - [BBC Learning](#)- learn how to speak English with BBC – they post a new video every day to support your learning, with topics such as “4 uses of quite” and “good vs well”

## Online Courses

### Coursera

- Coursera collaborates with over 190 universities and companies to provide online courses and lectures, even certificates and degrees!
- Learn skills such as business analytics, graphic design, Python, and more from learning universities and companies (ex. Yale, Google, IBM, etc.)
- Visit the [Coursera website](#) to sign up for both free or paid courses.

The Coursera logo, featuring the word "coursera" in a white, lowercase, sans-serif font on a blue rectangular background.

### LinkedIn Learning

- LinkedIn Learning provides a variety of courses taught online by experts through online video tutorials. Topics include software development, web design, photoshop, wordpress, excel, etc.
- Visit the [LinkedIn Learning website](#) and start your one-month free trial

## Reading

### Serial Box

- Serial Box is a digital audio, reading platform and publisher that delivers ongoing stories via online and mobile in short segments that you can listen to anytime
- Each season costs around \$10 to subscribe
- You can watch on the [Serial Box website](#) or download the App on your phone



### Kindle

- Android-powered portable e-book reader developed by Amazon that lets users shop for, download and read electronic versions of books, newspapers, magazines, etc.
- \$90+ (for the device) from [Amazon](#) or download Amazon Kindle for FREE in the App store. The cost for books may vary.



# Entertainment

## Streaming Services

There are a variety of streaming services available which you can download on your phone, watch on your laptop or computer, or on your TV if you have one! These streaming services allow you to watch movies and tv shows without needing to pay for a cable service. Content on each of these services below is updated monthly for new things to watch all the time!

1. Netflix- [www.netflix.com/ca/](http://www.netflix.com/ca/)
  - Cost: \$13.99/ month
  - Movies, TV shows as well as Netflix original content
2. Crave - [www.crave.ca/en](http://www.crave.ca/en)
  - Cost: \$9.99/ month or \$19.99/ month (gives you access to Crave, a larger variety of TV shows/movies and HBO shows.
3. Disney+ - [www.disneyplus.com](http://www.disneyplus.com)
  - Cost: \$8.99/ month
  - Original and new Disney movies and Disney channel shows, includes Star Wars, Marvel movies, and originals such as The Lion King and Cinderella.

## Social Networks

- Facebook, Twitter, and Instagram are all Apps you can download on your phone and allow you to connect with friends and family members. You can share photos, posts, and much more.
- Amino is an App you can download on your phone where you can find communities and chats that are based on shared interests. Sharing interests is a great way to make new friends! Some examples of mobile communities are for K-Pop, Anime, Vegan, Pokémon, and more!
- Meetup and Friender are also apps that can help you connect with new friends. Join a themed community for something you have interest, in or just chat to meet new friends who are local in your area.
- All the above Apps are free to download!



# General Tips

## Stay Social

- Don't forget to call and text your family and friends regularly! Try to keep in touch with them as well as updating them regularly on your condition and news.
- Try to find the communities of your interest through social networks and other social-oriented apps (see the "Apps" category for more resources)
- Use the resources that RUIC provides: online counselling (mySSP), online chats with RUIC students and advisors

## Practice Good Hygiene & Self Care

- While staying at home ensure to open windows to regulate the air in your room
- Eat healthy meals regularly without sharing your meal with anyone or eating anyone else's food
- Ensure you are being respectful of everyone's personal space
- Wash your hands regularly with soap and water for at least 20 seconds (measure by singing happy birthday to you twice!)
- Do not come to campus if you have any symptoms of illness
- Avoid touching your face
- Maintain a safe physical distance of six feet (two metres) from others at all times
- Wear a mask when it is not possible to maintain a safe physical distance

## Stay Updated at Ryerson University International College

- Use the RUIC Student Portal homepage for important updates
- Check both your RUIC email and personal email for information
- Go to the Important Dates and Events Calendar on the Student Portal
- Follow RUIC on Social Media
- Email Student Success Advisors [advising@ryersonuic.ca](mailto:advising@ryersonuic.ca)
- Ask advisors about video advising options

## Stay Updated in the Community

- Visit these websites to stay up to date about your health and get advice on illness prevention.
  - <https://www.publichealthontario.ca/>
  - <https://covid-19.ontario.ca/index.html>
  - <https://www.toronto.ca/home/covid-19/>
  - <https://toronto.ctvnews.ca/>
  - <https://www.cbc.ca/news/canada/toronto>
  - <https://www.canada.ca/en/public-health.html>
  - <https://www.ontario.ca/page/covid-19-support-people>

# After Your Self Isolation

After your 14-day quarantine has successfully passed, you will be one step closer to being able to attend classes on-campus once they resume in-person. In addition to the mandatory quarantine period, you will also need to complete a mandatory online learning module (information below), along with follow various other requirements.

While your quarantine period may be over, community members must still exercise high degrees of caution when attending the RUIC office, classes, or Ryerson University facilities. Further, while our daily quarantine check-ins will cease at this point, RUIC supports continue to be offered to you and your immediate family members who quarantined with you – reach out at any time and watch out for our emails, Student Portal announcements, and events.

NOTE: The RUIC Office is currently closed for in-person meetings and Spring 2021 term classes – all services are being offered remotely until further notice.

## Visiting Campus

In order to ensure the safety of all community members is everyone’s main priority, we require staff, students, and visitors to follow the information listed in this Arrival Protocol & in the RUIC Safety Plan. Once campus re-opens, protocols for visiting campus will include:

- Practicing proper hand hygiene
- Following proper coughing and sneezing hygiene guidelines
- Practicing physical distancing
- Respecting and following maximum room capacities and office social distancing markers
- Wearing a mask - it is required to wear a mask in all indoor common or shared areas on campus

Further information will be provided to you once campus re-opens following Public Health guidelines.

Community members who are not acting in accordance to the terms of this Arrival Protocol & Safe Plan may be subject to penalties, including the possibility of suspension, expulsion, and/or being banned from campus. We thank you for taking these requirements seriously to protect yourself and those around you.

## Online Learning Modules

Prior to attending the Ryerson campus and the RUIC office and classrooms, all students and staff will be required to complete a COVID-19 Learning Module. These learning modules are designed to help all community members understand the expectations and requirements of learning and working on-campus. These modules will be available to students and staff on Moodle, accessible through Student Portal. All students will be required to complete their modules prior to being eligible to register in classes and attend campus, while instructors, teaching assistants, and administrative staff will be required to complete their modules before reporting to campus for work.

## **RUIC Office Attendance**

The RUIC office is currently closed for in-person meetings and Spring 2021 term classes – all services are being offered remotely until further notice. Once the office reopens and in-person meetings can resume, it will be done so by appointment basis only (until further notice). Any visitor to the RUIC office will need to complete the following steps prior to commencing their meetings:

- All visitors to the RUIC office will need to book a meeting through the appropriate channels
- Visitors will need to complete the COVID-19 Screening Tool to make sure they are not considered at risk of being symptomatic of COVID-19.
- All visitors to the RUIC office will be required to wear a mask for the entirety of their visit.
- A Campus Attendance Register will need to be completed upon visiting the office, inclusive of your name, phone number, email address, arrival time, and departure time. This data may be used for contact tracing.
- Please make sure you keep physical distance from others while you're in the office and follow the reception lineup floor markings.

# Appendix

## Guide to the RUIC Student Self-Isolation Questionnaire

You will have to fill out the RUIC Student Self-Isolation Questionnaire required by RUIC at least 10 days prior to arriving to Canada. This is not the ArriveCan self-isolation plan.

### [Fill out the RUIC Self-Isolation Questionnaire](#)

#### **Step 1: Complete the RUIC Self Isolation Questionnaire**

- The information you provide to us in this form will allow us to keep in contact with you during your 14-day self-isolation:  
<https://machform.ryersonuic.ca/view.php?id=11395>

#### **Step 2: Meeting your Designated Support Person**

- RUIC will make contact you within 1-2 business days of you filling out the form and will appoint a designated support person to be your point of contact

#### **Step 3: Arrival to Canada**

- Once you have arrived in Canada and reached your accommodation, you are required to email or call the contact person appointed to you by RUIC.

#### **Step 4: Familiarize yourself with RUIC Resources:**

- [www.ryersonuic.ca](http://www.ryersonuic.ca)
- Ryerson Student Portal
  - Events Calendar

# Guide to the ArriveCAN Application



**Step 1:** Download the APP: ArriveCAN from:

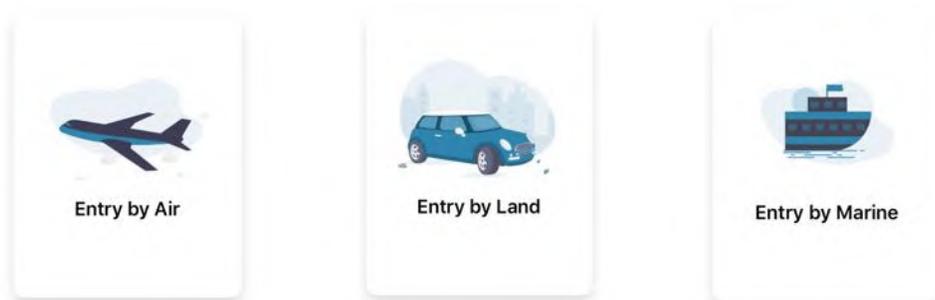
- iPhone / App Store:  
<https://apps.apple.com/ca/app/canarrive/id1505394667>
- Android:  
[https://play.google.com/store/apps/details?id=ca.gc.cbsa.coronavirus&hl=en\\_US](https://play.google.com/store/apps/details?id=ca.gc.cbsa.coronavirus&hl=en_US)
- Web based form:  
<https://arrivecan.cbsa-asfc.cloud-nuage.canada.ca/privacy>

**Step 2:** Open the APP "ArriveCAN" and choose your preferred language and click "Start"

**Step 3:** Read the Privacy Note and check "I accept the Privacy Agreement" at the end. After that, click "Next".

**Step 4:** Choose the way you enter Canada: by air, by land or by marine, by tapping on the pictures.

- If you choose "Enter by land" or "Enter by Marine", you will choose your port of entry from drop-down list.
- If you choose "Enter by air", you will need to fill out the flight information.



**Step 5: Enter by Air** - Fill in your flight Information.

You can choose the airport and airline from a dropdown list, and type in the flight number. You will choose the date of arrival from a calendar.

Click "Next" after you fill out all the information.

**Step 6:** Fill in the traveler's information, including name and date of birth. After you complete for one traveler, click "Next". You can continue to the next step or add multiple travelers in one application.

**Add Traveller**

Add your details here. If you are travelling as part of a family or group, you can add multiple travellers after.

Surname

First Name

Initial or Middle Name (optional)

Date of Birth

Previous **NEXT**

**Travellers**

✓ Sample Traveler  

**ADD ANOTHER TRAVELLER**

Previous **NEXT**

**Step 7:** Fill in the destination's information, including address, postal code, date of arrival and date of departure. If you are going to live at multiple places, you can add another destination.

**Step 8:** Fill in your contact information, including phone, email address and language preference (English or French).

Click "Next" to continue to enter COVID symptoms and quarantine plan.

**Step 9:** Complete COVID-19 Self Assessment and Quarantine Plan Questionnaire. Click "Yes" or "No" for your situation. There are five questions in total.

If you complete the previous questions BEFORE your arrival, you can select "I don't have a token number" and "save & close" button.

**Contact Info**

Please provide your primary telephone number and email address where you can be reached while in Canada.

Primary Phone Number  
 Mobile ▾

Secondary Phone Number (optional)  
 Home ▾

Email Address

What is your official language of choice?

Previous **NEXT**

**Step 10:** When you arrive at the airport, you will see signs of **token number**. Re-open the APP and resume with your application by typing in the token number. After entering the token number, you can submit the application.

If you complete all the questions at the airport, just enter the token number and click "Submit".

**Step 11:** Continue to use the ArriveCAN application for both for yourself and co-arriving family members, if applicable, within 48 hours after arrival in Canada, and for daily symptom reporting.

## COVID-19 Testing Locations

The below Assessment Centres are conveniently located to the designated quarantine hotels.

### **William Osler Health System**

2 Janda Court  
Etobicoke, ON  
M9W 0A4

Phone: +1 905-487-1249

For Appointments: [www.williamoslerhs.ca/patients-and-families/preparing-for-your-visit-or-stay/coronavirus-information-for-patients-families/covid-19-booking](http://www.williamoslerhs.ca/patients-and-families/preparing-for-your-visit-or-stay/coronavirus-information-for-patients-families/covid-19-booking)

### **Humber River Hospital – Church Street**

200 Church Street  
North York, ON  
M9N 1N8

Phone: +1 416-243-4343

For Appointments: [www.hrh.ca/covid-19/](http://www.hrh.ca/covid-19/)

### **Humber River Hospital Assessment Centre – Finch**

2111 Finch Avenue West  
Toronto, ON  
M3N 1N1

Phone: +1 416-747-5474

For Appointments:

<https://portal.healthmyself.net/hrhccovidtest/guest/#/nae/book/type>

If you are staying in an alternate location approved by RUIIC, your Designated Support Person will support you to locate your nearest testing location. The following website provides additional information: <https://covid-19.ontario.ca/assessment-centre-locations>