



**MENTORA LANGUAGE ACADEMY (MLA)  
&  
MENTORA COLLEGE OF BUSINESS &  
TECHNOLOGY (MCBT)  
COVID-19 INSTITUTIONAL READINESS  
PLAN AND GUIDE**

DLI# O116458043402, operating under  
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November 27, 2020

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## Introduction

Mentora Language Academy (Formerly Capital English Solutions) and Mentora College of Business & Technology have developed the following *Covid-19 Pandemic Institutional Readiness Plan and Guide* in response to the August 15, 2020 letter from Ross Romano, Ontario Minister for Colleges and Universities (MCU). The plan outlines requirements specific to welcoming students coming to Ontario from outside of Canada at both schools. The plan builds on the ongoing guidance provided by the federal government, the Ontario government and local public health authorities.

The plan provides information to international students, and any of their co-arriving family members, about the steps that they must take to ensure safe travel to Canada along with the appropriate quarantine measures that will need to be taken once they arrive in the country. In addition, the plan outlines the steps that Mentora Language Academy (MLA) and Mentora College of Business and Technology (MCBT) staff will take to follow-up with students, and any immediate co-arriving family members, after the quarantine period to offer support in adjusting to life in Ontario and Canada. The plan also provides the guidance required to equip and inform our international and domestic students, staff, faculty, and administrators on steps that are required to be taken should an outbreak of Covid-19 unfortunately occur on campus.

Mentora's plan is to be used for all MLA and MBCT students arriving on study permits into Canada and will also apply to any co-arriving family members. For MLA and MCBT to accept these students, these procedures must be followed. ***There will be no exceptions.*** All arriving students, and co-arriving family members, must stay in designated accommodation arranged by Mentora. As well, they must only use the designated transportation outlined in this *Covid-19 Readiness Plan and Guide*.

In addition to the readiness guidelines developed to inform incoming Mentora international students and any co-arriving family members, the plan provides a copy of Mentora's Covid-19 International Student Safe Arrival and Quarantine Checklist (see Appendix A). Students will need to attest that they have read and understand Mentora's Covid-19 Readiness Plan and Guide. As well, students will need review and sign Mentora's International Student Quarantine Plan (see Appendix B) which will have to be provided to Canadian customs officials on arrival to Canada.

Overall, our *Covid-19 Institutional Readiness Plan and Guide* is aimed at putting effective measures in place to limit the potential spread of the Covid-19 virus within MLA and MCBT that may affect our internal and external communities that we interact with on a daily basis.



## Part 1 - Safe Arrival

### Pre-Arrival

We realize that coming to Canada to continue your studies is a big step. That is why we are asking our students, and any co-arriving family members to begin their Covid-19 safe arrival and quarantine protocol preparations two weeks prior to departing for Canada. To help facilitate your preparation and arrival to Canada, MLA and MCBT will be assigning you a designated staff member who will be your primary contact in all matters from your pre-arrival to the commencement of your studies.

Mentora will be requesting confirmation from all incoming international students whether any co-arriving immediate family members will be traveling with them to Canada. Mentora communications will indicate that any co-arriving immediate family members will be subject to the 14-day quarantine provisions for entry into Canada. As with the international student, any co-arriving immediate family members must confirm with Mentora their responsibility and payment of costs related to the 14-day quarantine plan provided by Mentora and that they have medical health insurance.

Your designated Mentora contact will work with you to make sure that before you travel to Canada that you, and any co-arriving family members, are aware and understand the following:

- Complying with **Health Canada's Covid-19 Prevention and Risk guidelines** (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>) and the Government of Canada's **Quarantine Act** (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#a1.5>). Violation of the *Quarantine Act*, can include penalties of up to 6 months in prison and/or \$750,000 in fines;
- Receiving and understanding updates from Immigration, Refugee and Citizenship Canada regarding changes to travel restrictions for international students coming to Canada;
- Agreeing and signing a copy of Mentora's **COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist** before being issued a letter of acceptance for your language program or private career college program of study;
- Completing the online Pre-departure Health Assessment Questionnaire which can be accessed through the following link [Thrive Health COVID-19 Self-Assessment Tool](https://www.thrive.health/health-canada-self-assessment-tool) (<https://www.thrive.health/health-canada-self-assessment-tool>) to determine if you have COVID-19;



- Completing, signing, and printing a copy of the Self-Isolation Plan forwarded to you by Mentora for you, and any co-arriving family members, for presentation at your port of entry;
- Register for the free download and use the [ArriveCAN](https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html) App (<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html>).

As of November 21, 2020, if you are travelling to Canada by land, sea, or air, you must use the ArriveCAN app to submit your:

- travel and contact information
- quarantine plan (unless exempted under conditions set out in the [mandatory isolation order](#))
- COVID-19 symptom self-assessments

You **must**:

- submit your information before you board your flight to Canada
- be ready to show your ArriveCAN receipt when seeking entry into Canada
  - a border services officer will verify that you have submitted your information digitally

If you do not submit your information through ArriveCAN, you may:

- face additional delays at the border for public health questioning
- be subject to enforcement action, which can range from verbal warnings to \$1,000 fines

In addition, as of November 21, 2020, all travelers, whether they travel by air, land or sea, must provide information after their entry into Canada.

- You must use ArriveCAN or call 1-833-641-0343 to:
  - confirm that you have arrived at the address you provided for your quarantine or isolation location within 48 hours of your entry into Canada
  - complete daily COVID-19 symptom self-assessments during your quarantine period
  - You do not have to do this if you are exempted under conditions set out in the mandatory isolation order.
- If you do not provide information digitally through ArriveCAN or the toll-free line after you have entered Canada:
  - this may affect your non-compliance rating
  - you may receive phone calls or public health follow-ups



Your Mentora designate staff member will also discuss with students, and any co-arriving family members the following items prior to arriving to Canada:

- Having appropriate medical insurance, (as discussed with your Mentora designated staff member) that will be effective as of the date of the students' arrival, which includes coverage for COVID-19 during the quarantine period and 24 hour/7 days a week mental health support.
- Having an adequate (3 weeks) supply of any prescription medications that the student or any co-arriving family member is taking.

Mentora Language Academy and Mentora College of Business and Technology confirms that:

- Students and any co-arriving family members will be made fully aware and have agreed to all costs in advance of departure for Canada relating to their 14 day mandatory quarantine isolation period, as well as any additional costs associated with the need to remain in quarantine as a result of a positive Covid-19 test during the 14 day isolation period;
- Any student, who chooses not to proceed with their education as a result of these additional costs will be provided with appropriate refunds of any fees or tuition paid in advance in accordance with any refund policies and refund requirements that apply to Mentora; and,
- Appropriate refunds will also be provided to any co-arriving family members should the student decide not to proceed with their studies at Mentora as a result of the additional costs related to their 14 day mandatory quarantine isolation period, as well as any additional costs associated with the need to remain in quarantine as a result of a positive Covid-19 test during the 14 day isolation period.

## **Arrangements for Arrival and Quarantine**

Mentora Marketing Coordinators and Counsellors have prepared detailed pre-orientation information packages in a variety of languages to ensure students fully understand the protocols and the expectations for their quarantine period as well as during their stay in Canada.

### ***Arrival at Toronto Pearson International Airport***

When arriving at Pearson International Airport, **Canadian Border Service Authority** (CBSA) officials will assess all travelers, no matter their country of origin, upon arrival to Canada. A border services officer will ask you about the purpose of your visit and whether you are feeling ill or unwell, ask additional questions as part of their assessment and will look for signs of illness, regardless of how you respond to screening questions. The officers will refer any traveler they suspect is ill for a further medical assessment by the Public Health Agency of Canada. More



information relating to the arrival of international students and any co-arriving family members to Canada can be obtained through the following link – <https://www.cbsa-asfc.gc.ca/services/covid/non-canadians-canadiens-eng.html#er2>. As well, you may be asked to show your **Arrive Can App** with the information you have downloaded to CBSA officials.

### ***Meeting and Greeting Students at the Airport***

Once you arrive at Toronto Pearson International Airport follow these steps:

- Text your Mentora designated contact to confirm your arrival;
- Text your driver to confirm your arrival;
- Wear a fresh mask and gloves;
- Proceed through immigration and baggage pick up while maintaining physical distancing (2 meters);
- Present appropriate documentation to the Canada customs officer;
- Move as quickly as possible through the baggage area and do not enter any stores in the airport;
- Meet your driver at the agreed on pick-up location;
- Load your own luggage into the car and sit as far away from the driver as possible;
- Students, and any co-arriving family members, will be transported immediately to their designated quarantine location using prearranged transportation. Trips from the airport to the quarantine location will be uninterrupted and will not include any planned or unplanned stops.
- On arrival at the quarantine location, follow all instructions for COVID-19 safe check-in at your quarantine site.

### ***Quarantine Accommodations***

Mentora will be working with you to arrange all quarantine accommodation plans for students either through a designated quarantine hotel or with Canada Homestay Network.

Mentora will provide you with an all-inclusive 14-day quarantine package at one of our designated hotels that have implemented rigorous COVID-19 operating procedures as per the [Hotel Association of Canada's Best Practices, Operating Procedures and Considerations for Hotel Guests in Self-Isolation](#).

Mentora has made sure that each of these hotels are equipped to provide the following services to students and any co-arriving family members:

- Delivery of three meals per day to your room and water;
- A room which includes a private bathroom and is equipped with adequate toiletries, linens, and other supplies for 14 days;



- Adherence of all staff to rigorous hygiene, cleanliness, and physical distancing practices;
  - Monitoring services to ensure that you do not leave your room; and,
  - Access to local phone and internet services.
  - Hotel staff or homestay providers will contact first responders and Mentora in case of any emergencies, including but not limited to medical care/emergencies.
- In addition, Mentora has arranged through the Canada Homestay Network (CHN) homestay options for any students wishing accommodation in a homestay setting (<https://canadahomestaynetwork.ca/safearrival>). CHN has incorporated rigorous protocols to ensure students, hosts and staff and the community of Canada is protected from risks of Covid-19.

Students and any co-arriving family members will also be provided with a Mentora arrival package that will include an array of items aimed at welcoming students to Mentora and Toronto.

### *Accommodation Support for Students with Disabilities and Other Health Conditions*

Mentora is also working with its accommodation providers to facilitate equal access for eligible students with disabilities by coordinating reasonable academic accommodations and support services. In consultation with a Mentora designate staff member, quarantine plans and services may be tailored to correspond with the disability related needs of each student.

Mentora will take appropriate steps to maintain the integrity and security of the Quarantine Plan based on the program specific requirements and documentation provided by the student. Mentora is committed to developing a culture that is sensitive and responsive to the needs of students. Emphasis is placed on a student's ability and independence and to empower them to realize their academic potential and personal responsibilities. Students are encouraged to contact their designated staff member for more information prior to their departure.

### *Transportation on Arrival and During Quarantine Period*

Mentora will provide direct and safe transportation from the airport to either the hotel or the homestay (CHN) package selected by the student and any co-arriving family members.

The arranged transportation will include:

- A dedicated car and driver will be provided to take you directly, with no planned or unplanned stops, to your quarantine accommodations for your 14-day quarantine period at an agreed upon pick-up location outside of the Pearson International Airport terminal;
- Sanitization, and mandatory PPE for both the driver, student and any co-arriving family member provided either by your Mentora designated staff member or your driver and,



- Details about who and where to meet the dedicated driver to ensure safe and direct travel from the airport to the quarantine location.

During your arrival and transportation to the quarantine accommodation site it is important to remember to maintain physical distancing (2 meters), wear your personal protective mask and continue to use hand sanitizer if you cannot wash your hands with soap and water.

### *List of Quarantine Accommodations for Mentora Students in Toronto*

The following hotels have agreed to accommodate international students attending either MLA or MCBT and any of their co-arriving family members. Your stay at any one of these hotels or alternatively, an agreed upon homestay provider through (CHN), is based on the arrangements and the agreement made with Mentora through your Mentora designated staff member.

The hotels include:

**Hilton Toronto Airport & Suites**

5875 Airport Road, Mississauga ON L4V 1N1

<https://www.hilton.com>

**Hampton Inn & Suites Toronto Airport**

3279 Caroga Drive, Mississauga ON L4V 1A3

<https://www.hilton.com>

**Element Toronto Airport**

6257 Airport Road, Mississauga, ON L4V 1E4

<https://www.marriott.com/yyzea>

## Part 2 - Measures for Quarantine Period

As per *Health Canada's Covid-19 Prevention Guidelines* (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>) and the Government of Canada's *Quarantine Act*, you are required to quarantine for 14 days immediately upon arrival in Canada. This means that ***you must stay on your own in your room, or with your co-arriving family members, for 14 days and avoid contact with others.*** As previously outlined, during this time your quarantine site will provide you with food and water daily, clean linens every couple of days, a comfortable room, and access to television and Wi-Fi.

### Arriving at the Quarantine Location

Once the student and any co-arriving family members arrive at the hotel, they will be directed to go directly to the hotel check-in desk. During the check-in process students will wear a mask and adhere to all personal hygiene and physical distancing guidelines.

Immediately following check-in, students will be escorted to their room. Mentora will confirm that the students have arrived and checked-in to their quarantine location and will begin to



monitor students and any co-arriving family members for their physical and mental health.

During the 14-day quarantine period you must:

- Stay in your own room and away from others. Do not leave your quarantine room unless there is a medical emergency.
- Keep your room well-ventilated and clean. If possible, open your hotel window to let the air circulate.
- Practice good hygiene including:
  - Washing your hands frequently with plain soap and water for at least 20 seconds;
  - Covering your mouth and nose with your elbow when coughing or sneezing, or use a tissue;
  - Avoiding coughing into either your hands or into the air;
  - Wearing your mask and physical social distancing (2 meters) if you must leave your room;
  - Disposing of used tissues right away into a trash bin and immediately wash your hands;
  - Flushing the toilet with the lid down;
  - Packaging up your garbage – so that hotel staff or homestay hosts can empty garbage frequently;
  - Wash your hands immediately; and,
  - Refer to the COVID-19 laundry policy at your quarantine site for having your clothes washed.

Your designated staff member, hotel staff or homestay hosts will be responsible for checking in on you regularly to ensure your health and safety.

During the 14-day quarantine period students, and any co-arriving immediate family members, will have daily check-ins with their designated Mentora staff member by email, text, or phone/mobile calls. These regular “check-ins” are to ensure that you have the support and necessities of life that are required during your quarantine stay. The designated Mentora staff member will also work with the student and any co-arriving family member in the charting of a health and temperature log to monitor the health of the individual during the quarantine period.

Your Mentora designated staff member will encourage you, and any co-arriving family members to use the **ArriveCan** app for self-monitoring and daily symptom reporting.

Students deciding on a homestay option during their quarantine will be staying in Canada Homestay Network homes. CHN protocols ensure that students and hosts are protected and follow the Canadian Government guidelines, including but not limited to:

- Not staying with vulnerable populations or staying in a communal setting; and,
- Having access to the necessities of life during their stay in homestay.



### *Classes During the Quarantine Period*

It is important to remember to contact your Mentora designated staff person if you have any questions during your quarantine period. It is also important to stay connected with Mentora regarding your language study program or your private career college diploma program as your classes may start during your quarantine period. Where possible, Mentora staff will also discuss virtual social activities where you can participate with and meet other students to learn about Toronto, Ontario, and Canada.

Depending on the arrival schedule, students may begin online classes during their quarantine period. If this does occur, the additional monitoring of students will add another layer of monitoring on the condition of students during the quarantine period by teachers and other students. School orientation activities and classes will also help maintain a regular routine for students in quarantine.

For your mental health well-being during the quarantine period, it is strongly suggested that you:

- Stay connected to friends and family via text, email, facetime, etc.; and,
- Monitor your physical and mental well-being. If you are not feeling well, use the Government of Canada's COVID-19 self-assessment tool ([Thrive Health COVID-19 Self-Assessment Tool](#)) to help determine if you need further assessment or testing. If you cannot use the online tool please contact Telehealth Ontario website and follow the Covid-19 related instructions or call Telehealth Ontario [Toll-free: 1-866-797-0000](#).

Your Mentora designated staff member will also schedule your initial orientation to your school and program during this period. The designated staff member will provide you with an overview of your class schedule and establish times for you to interact with faculty, staff, and other students.

## **Covid-19: Monitoring Your Health and Ontario's Testing Policy**

### *Compliance with Local and Provincial Regulations*

From the outset of the pandemic, Mentora has complied with all local and provincial regulations aimed at mitigating the spread of COVID-19. The College has moved rapidly to provide alternate course delivery and student services online, closed the campus when directed to so by local public health authorities, and facilitated a smooth transition for our students and staff to study and work remotely.

We are advising our students, and any co-arriving family members, that during their quarantine period it is essential to monitor their health on daily basis. To help them in assessing their health we are strongly advising them to use the following Government of Canada link:



<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html>

According to the website symptoms of COVID-19 can vary from person to person. They may also vary in different age groups. Some of the more commonly reported symptoms include:

- new or worsening cough
- shortness of breath or difficulty breathing
- temperature equal to or over 38°C
- feeling feverish
- chills
- fatigue or weakness
- muscle or body aches
- new loss of smell or taste
- headache
- gastrointestinal symptoms (abdominal pain, diarrhea, vomiting)
- feeling very unwell

It is important to remember that symptoms may take up to 14 days to appear after exposure to COVID-19.

If you develop any of these symptoms or are not feeling well notify your Mentora designated staff person immediately. They will then provide guidance to you on the next steps you should take based on the symptoms you report to them.

**During the quarantine period, the Ontario Government has mandated that international and domestic students who are in quarantine as a result of having entered Canada within two weeks prior to the start of their studies must undergo a Covid-19 test at least once at the end of their quarantine period. Any co-arriving family members must also undergo a Covid-19 test in the same time frame.**

Whether you have or do not have Covid-19 symptoms you will need to have a Covid-19 test.

If you do not have Covid-19 symptoms you must wait until you have completed your 14-day quarantine period before you can access a test. Students with Covid-19 symptoms should be tested, as soon as possible.

### ***Arranging Covid-19 Testing and Transportation During the Quarantine Period***

Testing related to Covid-19 can be arranged in consultation with your Mentora designated staff person and can be made by an appointment at an assessment centre (William Osler Health System's Etobicoke location at 2 Janda Court, Etobicoke.). If you are symptom free, an appointment can be made for you at an assessment centre or designated testing pharmacy. The



Ontario Government has indicated that “International students will continue to qualify for publicly-funded testing.”

Your Mentora designated staff person will discuss these arrangements with you and provide you with details relating to safe transportation from the hotel to the testing site and back and the details for your Covid-19 test. Transportation relating to Covid-19 testing will also be arranged for you and will be uninterrupted and will not include any planned or unplanned stops. For this trip students and any co-arriving family members will be provided with non-medical masks and any other personal protective equipment that may be needed for the journey to the testing site. Students and any co-arriving family members will be reminded about social distancing guidelines and protocols for limiting any unnecessary contact with individuals during the testing process.

In the event of a positive COVID-19 test during the quarantine period, students and any co-arriving immediate family members, will be required to extend their stay at their current quarantine site as per the Regional PHA recommendations for as long as is required. *(Note: Students, and any co-arriving immediate family members, are informed prior to their departure to Canada of their responsibility to cover the costs of the additional 14-day quarantine in the event of a positive COVID-19 test.)*

### ***Non-Covid-19 Health Issues During and Post Quarantine***

Mentora students, as well as any co-arriving family members, purchasing health insurance for their stay in Canada through Mentora’s health care provider (***guard.me international insurance***) who develop a new sickness or injury that first occurs AFTER the start date of their policy, will be covered for medical expenses that are listed and can be viewed through the following link - <https://www.guard.me/guard-me.php>.

### **Monitoring Students During Quarantine Period**

Staff will conduct daily monitoring of students for visible cold, flu, fever, or existing COVID-19 related symptoms. A Mentora designated staff member will check in with the student and any co-arriving family members daily to determine the state of health of the individuals. The staff member will:

- Assist the student and any co-arriving family members with their daily quarantine log and follow up as part of the daily telephone interview.
- The daily telephone interview will allow the Mentora staff person to:
  - Inquire about their mental and physical health
  - Check on students’ self-monitoring of COVID-19 symptoms
  - Check on compliance with quarantine requirements, with emphasis on individual COVID-19 infection control practices
  - Review daily temperature check log and find out if the student is experiencing any symptoms



- Arrange and schedule the COVID test in accordance with the process outlined in the quarantine guide
- Ensure that classes are progressing as planned; and,
- Discuss any other concerns or questions that you may have.
- Ensure that students commence their program of study via live virtual course delivery
- Provide students with optional virtual social, wellness and entertainment activities
- Provide students with an online orientation, including Mentora's COVID-19 plan for the school, which includes policies and procedures the students are required to follow when they attend classes at the school in person and,
- Provide students with mental health support through provincial and **Keep.meSAFE** (<https://www.guard.me/keepmesafe.php>) programs while in isolation. The **Keep.meSafe** program provides multi-modular and 24/7 access to trained and experienced counsellors who understand students' culture and can communicate in their preferred language.

### *Completion of Quarantine Period*

Completion of the 14-day quarantine isolation period for you and any co-arriving family members will be based on the daily monitoring of your health as communicated to your Mentora designated representative and attested to in your daily health log. As well you will need to show proof that you have taken a Covid-19 test and the test showed a negative response to Covid-19.

Should the student, or any co-arriving family member, exhibit Covid-19 symptoms and the resulting Covid-19 test provides a positive result, the student, or any co-arriving family member, will need to extend the period of quarantine isolation until such time as a subsequent Covid-19 test yields a negative result. During the extended quarantine period Mentora will ensure that the student, and any co-arriving family members, will continue to receive all necessary quarantine supports detailed in this readiness plan for the initial 14-day quarantine period.

As well, Mentora will keep copies of your health log for a period of 30 days to enable contact tracing to occur should you, or any co-arriving family member, develop Covid-19 symptoms during this time frame following your quarantine period.

Mentora will provide direct private transportation for the student and any of the co-arriving family members to their new accommodations from the quarantine site. Mentora will provide non-medical masks and reminders about physical distancing during this trip. Mentora will also take the student and any co-arriving family members directly to the new accommodation site without making any planned or unplanned stops along the route.

Compliance issues arising with any student or any co-arriving family members within the 14-day mandatory quarantine period relating to the quarantine protocols or other disruptive activities will be reported to Mentora senior management, who will notify local and provincial authorities. In addition, Mentora will notify Peel Public Health should a student or any co-arriving family



members test positive for Covid-19. In addition, Mentora will implement the steps in its Communication Strategy in the Event of an Outbreak outlined in this document.

## Part 3 - Monitoring of Students and Staff Post Quarantine

### Post Quarantine - Study and Integration

Mentora is committed to ensuring the safety of our students and the people they meet during their program of study in Canada. This means that Mentora will continue to monitor our students post quarantine, during their studies and throughout their integration into the community.

It should be noted that for the foreseeable future, or until such a time as the Ontario Government and local public health authorities indicate policy changes relating to Regional Reopening (<https://www.ontario.ca/page/reopening-ontario>) all counsellor-student meetings will be held virtually as will all staff meetings.

To help facilitate this monitoring, Mentora will:

- Regularly remind students of the proper Covid-19 safety and hygiene procedures they should follow both at school and when they are not in school ([Coronavirus Disease 2019 \(COVID-19\) - How to Wash Your Hands](#)).
- Offer mental and physical health supports, antiracism, and COVID-19 stigma support.
- Mentora, like many of our other colleague schools, will advise students (pre-arrival and regularly during their program of study) that their right to enter and remain in Canada to study is a privilege and with it comes a responsibility to protect both themselves and Canadians.

Following a student's quarantine period and in all related student staff interactions, the following criteria will be followed:

- Faculty, staff, and students will be trained on observable symptoms of Covid-19 as outlined on the following website:  
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html>
- Faculty, students and staff will be required to download and be trained on the use the Covid-19 Alert App –  
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/covid-alert.html>

### Additional Steps in Promoting Covid-19 Awareness & Prevention

Mentora will work with students, and any co-arriving family members, faculty and staff during orientation and through all academic semesters to everyone about the precautions that need to be taken in efforts to reduce the spread of Covid-19.



Mentora will work with students and any co-arriving family members to provide Covid-19 resources not only in English and French, but also in additional languages where needed to ensure clear and concise communication. Mentora staff can converse in Korean, Japanese, Spanish, Portuguese, Turkish, and Mandarin to students. Our health provider **guard.me** provides mental health services in a multitude of languages. In addition, **Appendix C** of this plan provides examples of municipal and provincial resources utilized by Mentora. This includes example of appropriate signage that appears throughout its campus in a variety of languages, as well as a list of contacts that can provide culturally appropriate social and cultural services to students and any of their co-arriving family members.

Mentora will also work with students, faculty, and staff to ensure that they are regularly updated and reminded about the need for adhering to the following rules both while on campus and outside of campus in an effort to mitigate the spread of Covid-19:

### *Physical distancing*

- Occupancy in classrooms and communal spaces will be managed to allow the recommended minimum distance between students and staff (2 metres). Classrooms will be arranged in such a way that students do not directly face one another.
- Occupancy limit signage will be displayed at the entrance of each classroom and common space.
- Timetables will be staggered to reduce student contact between classes and during breaks, when necessary.
- Pedagogical models will be adopted, when necessary, that manage higher risk activities such as group and pair work, providing guidance for communication and interaction to facilitate these activities.
- No onsite social activities until further notice.

### *Sanitization and Cleaning of Facility*

- Public spaces and communal areas will be cleaned and disinfected multiple times per day, with emphasis on high touch surfaces such as front desk, door handles, desks, light switches, tables, shared computer equipment.
- Washrooms will be cleaned and disinfected throughout the day, with more frequent cleaning of high-touch surfaces (e.g. doorknobs, water fountain knobs, light switches, toilet and faucet handles, electronic devices, tabletops).
- Communally used objects (e.g. coffeemakers, shared utensils/plates, microwaves) will be off limits until further notice.
- Sanitization stations including hand sanitizer, spray sanitizer and paper towel will be at the entrance of every classroom. Students will be required to disinfect their table and chair before and after every use.

### *Hygiene*

- Hand sanitizer will be available in all communal spaces and classrooms.
- Adequate hand-washing facilities, including soap and paper towel driers, will be provided.
- Instructional signage will be displayed in all restrooms and sinks, such as that provided by the Public Health Agency of Canada - <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/measures-reduce-community.html>
- Signage on proper cough/sneeze etiquette shall be displayed in all classrooms and common spaces: <https://www.ontario.ca/page/resources-prevent-covid-19-workplace>.
- Orientation shall include training on required hand washing, cough/sneeze technique. Everyone will be advised to wash hands or use hand sanitizer: upon arrival; before eating or drinking; before preparing food; after touching shared items; after using the washroom; after handling garbage; and before leaving the school.

### *Use of Personal Protective Equipment*

- Until otherwise noted, masks and/or face shields will be a requirement for all staff/students on site. These will be provided by Mentora. Students will be orientated on the correct way to wear their face mask or cloth face covering safely to make sure it fits well. Further information regarding the use of masks follow the following link - <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html>.

### *Mental Health and Other Resources for Students*

- Provide information to students on available resources specific to supporting mental health in a time of a pandemic, such as those provided by the Public Health Agency of Canada other resources available from health authorities - <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/mental-health.html>
- [https://www.guard.me/keepmesafe\\_student/](https://www.guard.me/keepmesafe_student/)
- <https://www.mentalhealthcommission.ca/English/covid19>
- Provide information on Covid-19 related stigma, and anti-racism supports. <https://www.who.int/docs/default-source/coronaviruse/covid19-stigma-guide.pdf>
- <https://www.canada.ca/en/canadian-heritage/campaigns/federal-anti-racism-secretariat/covid-19-diverse-communities.html>

## **Part 4 -Case Management and Outbreak Response**

In the unfortunate event of a Covid-19 case or outbreak, Mentora actions will be guided by [Health Canada](#) protocols to enforce the [Quarantine Act](#). Mentora will follow these protocols and will report through local, provincial, and federal health authorities and follow their guidance. As



a primary protocol, Mentora has mandated to students, faculty and staff the downloading and use of the Covid Alert App (<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/covid-alert.html>).

## Guidance for Faculty, Staff and Students Feeling Unwell While at School

During orientation periods, faculty, staff and students will be provided trained and advised on the following steps that they should take if they feel ill while on campus:

- A student, faculty or staff member who becomes unwell to perform a self-assessment using a provincial or federal online COVID-19 self-assessment tool (i.e.: <https://covid-19.ontario.ca/self-assessment/>) and follow the directions provided.
- A student, faculty or staff member who becomes unwell while at school to proceed directly to an isolation room in the school to perform the self-assessment. Mentora has an unused classroom for this purpose.
- Based on the self-assessment Mentora senior staff will review and act based on the following protocols:
  1. If the self-assessment results indicate that COVID-19 testing is not required, the student, faculty or staff member may return to school as soon as they feel well enough to do so.
  2. If the self-assessment results indicate that COVID-19 testing is required, Mentora will make immediate arrangements with the nearest assessment center (Women's College Hospital – 76 Grenville St., Toronto). Mentora will then transport the student, faculty, or staff member directly to the assessment center. Following the Covid19 test at the assessment center, the individual will be directly transported to their residence to self-isolate until their test results are available.
  3. If the test is negative, the student, faculty or staff member may return to school once they have felt free of symptoms for 24 hours.
  4. If a student, faculty, or staff member tests positive for Covid-19, Mentora will notify Toronto Public Health and implement the steps outlined in its ***Communication Strategy in the Event of an Outbreak*** outlined on pages 16-18 of this document.
- Anyone sent home for these reasons shall not be allowed back into the school until a medical practitioner has confirmed they are clear of these symptoms and/or the person in question has been subject to self-isolation or quarantine for a period recommended by the public health authority (e.g. 14 days) or can show proof that they have tested negative for COVID-19.



## Communication Strategy in the Event of an Outbreak

Mentora is implementing protocols aimed at the prevention of an outbreak of COVID-19 among our students, faculty, staff, and other stakeholders. However, in the unfortunate event of an outbreak, we have a communication strategy in place to inform our community stakeholders.

It should be noted that Mentora has designated the following individual as its primary liaison for the purposes of communication relating to Covid-19 specific related activities with the Ministry of Colleges and Universities, and local health authorities:

**Mr. Emrah Oyman**  
**Executive Director of Operations**  
**Mentora College of Business & Technology**  
**543 Yonge St., 2nd Floor**  
**Toronto ON M4Y 1Y5**  
**416.483.3738 - Office**  
**647-916.-610 - Mobile**  
[emrah@mentoracollege.ca](mailto:emrah@mentoracollege.ca)

Faculty, staff, students, and visitors will be asked to sign in at Mentora's main reception desk when entering the school. Should there be a case of Covid-19 at the school, Mentora can then provide a list of individuals visiting the school to provide clinical authorities for the purpose of contact tracing.

On entering the school all visitors will be required to:

- Use hand sanitization provided by Mentora
- Have their temperature checked and logged
- Go directly to their classroom, meeting room or work desk. (There are no common areas being provided for the time being.)

In the case of an outbreak, Mentora will immediately implement the following strategies for containment:

- If there are one or more cases reported on campus, Mentora will immediately contact the local public health authority (Toronto Public Health);
- Mentora will wait for the local PHA to assess and determine if an outbreak notification is warranted;
- If notification of an outbreak is confirmed by the local PHA, the Contact Tracing Team will begin the notification of faculty, staff, affected visitors, all relevant stakeholders with guidance and collaboration from the local PHA student;
- Closure of the campus will be implemented
- In addition to the measures stated on page 13, Mentora will initiate cleaning of the campus based on Public Health Ontario's fact sheet on [Cleaning and Disinfection for Public Settings](#) and guidelines laid out by Toronto Public Health for the cleaning of



classrooms (<https://www.toronto.ca/wp-content/uploads/2020/09/97d0-COVID-19-Guidance-for-Re-opening-Schools-JK-12.pdf>)

- Mentora facilities will only re-open when permission from the PHA is confirmed.

Should an outbreak occur and after notification public officials Mentora will:

- Post communications in the school, and on our social media and/or website to internal stakeholders of the outbreak. Subsequent notification of the outbreak will then go out to Mentora's external stakeholders through Mentora's website and other social media platforms (Facebook and Instagram etc.);
- Contact anyone who may have come into close contact with those associated with the outbreak based on the daily sign in logs for faculty staff, students, and visitors to Mentora;
- Post updates messages on Mentora's Covid-19 update section;
- Mentora will also stress with students, faculty, and staff the importance of informing their own close contacts of their situation and their local public health authority for guidance on next steps.
- Mentora's website will also provide links to the nearby Covid-19 testing centres in order of proximity to our campus:
  1. Women's College Hospital - 76 Grenville St, Toronto, ON, M5S 1B2
  2. St. Michael's Hospital - 30 Bond St, Toronto, ON M5B 1W8
  3. Mount Sinai Hospital - 600 University Ave, Toronto, ON M5G 1X5

In summary, Mentora has implemented safety protocols on campus to stop the spread of COVID-19 and make it easier to perform contact tracing to inform our community and the Regional PHA of possible exposure. These protocols include:

- Limited in-person activity on our campus related only for essential activities;
- Additional daily cleaning and sanitizing protocols and procedures including cleaning after the last staff member leaves for the day. Cleaning protocols align with the [Ontario Public Health recommendations](#);
- Ensuring physical distancing (minimum 2m at all times) must be maintained and masks must be worn by all staff and visitors while in the building as per the PHA regulations and that no more than a maximum of 50 people can be on campus at any one time;
- Displaying visible signage at all entrances to the building/campus requesting that all visitors and staff check-in at the Reception / Front desk area to leave their name, contact information, and reason for visit;
- Visitors and staff will undergo a temperature check and will be asked if they are experiencing any flu-like symptoms, and to sanitize their hands;
- Requesting contact information to be provided for the purpose of contact tracing, should any person who is visiting MLA or MCBT or a Mentora staff member tests positive for COVID-19;
- Installation of additional hand sanitizing stations around campus with signage to encourage visitors to sanitize regularly and wear a mask;



- All course lectures and materials, for the foreseeable future, are being delivered online so students can study remotely. In addition, all Mentora support services (Student Services, Academic Advising and Career Services) are offered online via phone, email, LiveChat and video calls; and,
- Information on how to recognize symptoms of COVID-19 are posted at entrances and around the campus, advising anyone to stay home if experiencing any symptoms.

If at home, faculty, staff and students are encouraged to isolate themselves or be tested for COVID-19 if experiencing any symptoms and to arrange for a Covid-19 test at their local assessment centre. In addition, it is essential to contact Mentora to advise the school of your condition so that the necessary steps can be initiated in case your test results in a positive Covid-19 result.

All Mentora faculty and staff understand the above protocols and have clearly defined responsibilities regarding the prevention of Covid-19. Additionally, staff are provided with and instructed in the proper use of Personal Protective Equipment (PPE).

## Part 5 - Last Minute Tips for Preparing and Arriving in Canada

### Pre-Departure:

#### *#1 – Communicate with your school about your arrival and quarantine plan:*

- Prior to you being issued your Letter of Acceptance from either Mentora Language Academy or Mentora College of Business and Technology you will be required to pay your deposit fee. You will also be contacted by your assigned designated staff member who will discuss your quarantine package with you.
- Make sure to inform both your school and your quarantine site in advance if you have any special needs or disabilities of which they should be aware.
- Be clear about how and where you will be meeting your transportation upon arrival. Obtain a cell phone number for the driver.

#### *#2 – Complete arrival plans*

- Complete, sign and send a copy of the COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist (See Appendix A) to Mentora Language Academy or Mentora College of Business and Technology;



- Complete the mandatory Quarantine Plan provided to you by MLA or MCBT. Send a signed electronic copy of this document to the school. Print a copy of this Plan to present to border officials upon arrival in Canada.
- Download the [ArriveCAN App](#) on your mobile device (available for iPhone and Android). You should note that as of November 21, 2020, **air travellers** whose final destination is Canada will be **required to submit their information electronically through the [ArriveCAN app](#)** before they board their flight. This includes travel and contact information, quarantine plan (unless exempted under conditions set out in the [Mandatory Isolation Order](#)), and COVID-19 symptom self-assessment.
- Travelers must be ready to show their **ArriveCAN** receipt when seeking entry into Canada; a border services officer will verify that they have submitted their information digitally. Travelers who do not submit the required information digitally before boarding their flight could be subject to enforcement action, which can range from verbal warnings to \$1,000 fine. Exceptions will be made for those unable to submit documents electronically due to personal circumstances, such as disability or inadequate infrastructure.
- Complete the pre-arrival forms on the ArriveCan app.
- You may also wish to download the [Covid-19 Alert Mobile App](#). With the app you will get a phone alert if you have been exposed to COVID-19 and let others know if you test positive, without sharing any personal information.
- Once you have arrived to your quarantine location you will need to confirm that you have arrived at the address you provided for your quarantine or isolation location within 48 hours of your entry into Canada using the ArriveCan App.

### **#3 – Packing for Canada**

In addition to regular packing requirements, please also bring:

- 60 disposable face masks **or** 30 disposable and 1 reusable cloth face mask;
- One large bottle of quality hand sanitizer;
- One box of Nitrile gloves; and,
- A thermometer.

Please also have the following with you **in your carry-on luggage**:

- At least 2 masks, several pairs of gloves,
- A travel sized bottle of hand-sanitizer and some disinfecting wipes.



Make sure you have the following documents available when you arrive in your carry-on luggage. You will be required to present these to a Canada Border Services Agent when going through Canadian customs and immigration:

- Passport;
- Study permit or permit confirmation document (if you have one);
- Letter of Acceptance;
- Quarantine site contact information, including cell phone number for the driver.
- Contact information for your host school;
- Signed copy of this document;
- Print out of your Quarantine Plan.

#### ***#4 – Pre-Departure Self-Assessment***

You (and your co-arriving family members) should not travel to Canada if you are experiencing:

- COVID-19 related symptoms,
- have tested positive for COVID-19,
- have been exposed to the virus or are awaiting test results.

#### ***#5 - 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 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.

## **Part 6 – Conclusion**

Mentora Language Academy and Mentora College of Business and Technology developed this comprehensive plan to facilitate the travel of international students, and if required co-arriving immediate family members, to Canada. The goal is to ensure that Mentora adheres to the federal, provincial, and local public health guidelines developed to address the COVID-19 pandemic.

Our *Covid-19 Institutional Readiness Plan and Guide* is consistent with the recommendations conveyed to us from both the federal and provincial governments. We have endeavored to synthesize the most relevant information in this submission and will continue to refine our



strategies based on updates from public health authorities and government departments and agencies.

Mentora commits to adhering to the policies and procedures outlined in this plan for as long as is required by Health Canada, the Ontario Ministry of Health and the Ontario Ministry of Colleges and Universities for as long as it appears on the federal listed of designated institutions.

While we will ensure that we carry out our duties in a way that prioritize the safety of our students, staff, host families and community in these uncertain times, Mentora remains committed to delivering a high quality academic programming, providing fun and enriched learning experiences for our students through expert faculty and staff. It is a quality that students have come to expect from our organization.



## APPENDIX A

### Mentora Language Academy and Mentora College of Business and Technology COVID-19 International Student Safe Travel, Arrival and Quarantine Checklist

Dear \_\_\_\_\_,

We look forward to welcoming you to Canada! Canada remains a safe and welcoming destination for international students. However, due to the COVID-19 pandemic, there are some important protocols that international students must follow to reduce the risk of infection and transmission of the virus, including **undertaking a mandatory 14-day quarantine period immediately upon arrival in Canada.**

Please take some time to review the information in this document. Please note that in not following this protocol, students may be denied entry into the country, or may be denied entry to/dismissed from your program of study with no refund. Government authorities may also fine students for non-compliance in certain situations.

Please understand that our number one priority is the health and safety of our students, homestay families, schools, and communities. Your host school is obligated to follow the regulations and recommendations of various authorities, including the government of Canada, provincial and local public health authorities.

Please confirm that that you understand and agree with the following:

- I am aware of the requirement to comply with the Government of Canada's Quarantine Act, including the penalties of violation of the Quarantine Act, which include up to 6 months in prison and/or \$750,000 in fines.
- I agree to comply with the requirements laid out in the ***Mentora Covid -19 Institutional Readiness Plan and Guide.***
- I agree to and understand all costs associated with my 14-day quarantine period, as well as any additional costs related to an extended quarantine period based on discussions with my designated Mentora staff contact;
- I have completed and printed the Mentora Language Academy or Mentora College of Business and Technology Quarantine Plan for presentation at my port of entry, and have registered my arrival to Canada via the ArriveCAN App.



- I am aware of the consequences associated with not using the ArriveCan App
  
- I confirm that I have appropriate medical insurance, effective as of the date of my arrival in Canada, which includes coverage for COVID-19 during the quarantine period.

Name:

---

Signature:

---

Date:

---

## APPENDIX B

### Self-Isolation Plan

#### *International Student Quarantine Plan*

International Student Quarantine Plan
Name (First, Last): _____
Passport number: _____
Date of Birth (yyyy/mm/dd): _____
Country of Origin: _____
Home Address: _____
Arrival Information
Arrival Date: _____
Arrival From: _____
Port of Entry into Canada: _____
Arrival by (airline name and flight #): _____
Quarantine Plan
Quarantine location (name and address of homestay provider, hotel or accommodation provider): _____
<p>I confirm that the following are provided by the quarantine site:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Transportation to quarantine location</li> <li><input type="checkbox"/> 3 meals per day delivered to my room</li> <li><input type="checkbox"/> Access to needed toiletries, linen, cleaning supplies etc.</li> <li><input type="checkbox"/> I confirm that I am entering Canada with medical insurance that provide coverage for Covid-19 during mandatory quarantine upon entry period</li> </ul>
<p><b><i>Commitment to this plan:</i></b></p> <p>I [Student Name] _____, confirm that I understand the importance of the quarantine procedure upon arrival in Canada, and will follow all criteria provided in this document, as well as all requirements provided by the Government of Canada, for a full 14 days.</p>
<p>Signature: _____ Date: _____</p>

# APPENDIX C

## Examples of Accessible Information and Resources to Students and Co-arriving Family Members

### Posters

### ABOUT CORONAVIRUS DISEASE (COVID-19)

#### WHAT IT IS

COVID-19 is an illness caused by a coronavirus. Coronaviruses are a large family of viruses. Some can infect animals, and some can infect humans. COVID-19 is a new disease caused by the coronavirus SARS-CoV-2 that was first identified in Wuhan, China in December 2019. COVID-19 was declared a global pandemic in March 2020. Those who are infected with COVID-19 may have little to no symptoms. Symptoms of COVID-19 are often similar to other illnesses.

#### SYMPTOMS

Symptoms of COVID-19 can:

- take up to 14 days to appear after exposure to the virus;
- be very mild or more serious;
- vary from person to person.

#### SPREAD

Coronaviruses are most commonly spread from an infected person through:

- respiratory droplets when you cough or sneeze
- close personal contact, such as touching or shaking hands
- touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

These viruses are not known to spread through ventilation systems or through water.

#### PREVENTION

The best way to prevent the spread of infection is to:

- practice physical distancing at all times
- stay home if you are sick to avoid spreading illness to others
- wash your hands often with soap and water for at least 20 seconds
- avoid touching your eyes, nose or mouth, especially with unwashed hands
- avoid close contact with people who are sick
- when coughing or sneezing:
  - cover your mouth and nose with your arm or tissues to reduce the spread of germs
  - immediately dispose of any tissues you have used into the garbage as soon as possible and wash your hands afterwards
- clean and disinfect frequently touched objects and surfaces, such as toys, electronic devices and doorknobs
- wear a non-medical mask or face covering (i.e. constructed to completely cover the nose and mouth without gaping), and secured to the head by ties or ear loops) to protect the people and surfaces around you

#### IF YOU HAVE SYMPTOMS

If you have symptoms of COVID-19:

- stay home (isolate) to avoid spreading it to others
- if you live with others, stay in a separate room or keep a 2-metre distance
- call ahead before you visit a health care professional or call your local public health authority
- test them your symptoms and follow their instructions
- if you need immediate medical attention, call 911 and tell them your symptoms.

**FOR MORE INFORMATION ON CORONAVIRUS:**  
1-833-784-4397 [canada.ca/coronavirus](https://canada.ca/coronavirus)





### ACERCA DE LA ENFERMEDAD DEL CORONAVIRUS (COVID-19)

#### QUÉ ES

La COVID-19 es una enfermedad causada por un coronavirus. Los coronavirus humanos son comunes y por lo general causan enfermedades leves, similares al resfriado común.

#### SÍNTOMAS

Los síntomas pueden ser muy leves o más graves. Los síntomas pueden tardar hasta 14 días en aparecer después de la exposición al virus.

#### PROPAGACIÓN

Los coronavirus son transmitidos en la mayoría de los casos por una persona infectada a través de:

- gotitas respiratorias proyectadas al toser o estornudar;
- contacto personal estrecho, como tocar a una persona infectada o darle la mano;
- tocar una superficie contaminada con el virus y tocar luego los ojos, la nariz o la boca antes de lavarse las manos.

No se tiene conocimiento de que estos virus puedan propagarse por los sistemas de ventilación o en el agua.

#### PREVENCIÓN

La mejor manera de prevenir la propagación de enfermedades infecciosas es:

- practicar el **distanciamiento físico** en todo momento;
- permanecer en casa si está enfermo para evitar contagiar la enfermedad a otras personas;
- lavarse las manos a menudo con agua y jabón durante al menos 20 segundos;
- evitar tocarse los ojos, la nariz y la boca, sobre todo si no se ha lavado las manos;
- evitar el contacto estrecho con personas que están enfermas;
- al toser o estornudar:
  - o cubrirse la boca y la nariz con el brazo o con un pañuelo de papel para reducir la propagación de gérmenes;
  - o frotar a la basura inmediatamente los pañuelos de papel usados y lavarse las manos después;
- limpiar y desinfectar los objetos y superficies que se tocan con frecuencia, como juguetes, aparatos electrónicos y pomos de puertas;
- utilizar una **máscara no médica o una mascarilla facial (en caso de emergencia)** de modo que cubra completamente la nariz y la boca sin que quede espacio entre el rostro y la máscara, y que se sujete con cintas a la cabeza o detrás de las orejas para proteger a las personas y superficies a su alrededor.

#### SI TIENE SÍNTOMAS

Si tiene síntomas de la COVID-19, saber, febril, tos o dificultad para respirar:

- quédese en casa (**aislamiento**) para evitar propagar la enfermedad a otras personas;
- si vive con otras personas, quédese en una habitación separada o mantenga una distancia mínima de 2 metros;
- siempre antes de visitar a un profesional de la salud o llamar a la autoridad de salud pública local, relate los signos/síntomas e indique si sigue sus instrucciones;
- informe de sus síntomas y siga sus instrucciones;
- si necesita atención médica inmediata, llame al 911 e informe de sus síntomas.

**PARA OBTENER MÁS INFORMACIÓN, VISITE**  
[canada.ca/coronavirus](https://canada.ca/coronavirus)  
O LLAME AL 1-833-784-4397





### 關於冠狀病毒病 ( COVID-19 )

#### 什麼是 COVID-19

COVID-19 是由冠狀病毒引起的疾病。人類冠狀病毒家族成員，通常引起從普通感冒、流鼻涕到嚴重肺炎。

#### 症狀

症狀可能很輕微，也可能很嚴重。症狀通常會在感染後 2 至 14 天內出現。

#### 傳播

冠狀病毒通常通過以下途徑在人与人之间传播：

- 咳嗽或打喷嚏時噴出的呼吸液體
- 近距離個人接觸，例如與感染者握手
- 接觸受感染者使用的物品，如玩具或洗手液分配器
- 與受感染者同住，或與受洗淨衣服或床單。

這些病毒尚不清楚是否會通過通風系統或水傳播。

#### 預防

防止病毒傳播的最佳方法是：

- 隨時與他人保持距離
- 如果生病了，請留在家中，以免將病毒傳播給他人
- 經常用肥皂和水洗手至少 20 秒
- 特別要洗手前洗手液或酒精消毒
- 避免與生病的人密切接触
- 咳嗽或打噴嚏時
- 用肘部或衣袖內側遮住口鼻，以免將病毒傳播給他人
- 立即將用過的紙巾或棉質材料丟入垃圾桶，然後再洗手
- 清潔和消毒經常接觸的物體和表面，例如玩具、電子設備和門把手
- 儘量避免用公共設施，（包括公共廁所或公共運輸工具）
- 如果您在公共場所，請戴好口罩，並與他人保持距離（即保持適當的社交距離）

#### 如果您有症狀

如果您有 COVID-19 症狀，請：

- 留在家中（隔離），以免傳播給他人
- 如果您與他人同住，請留在單獨的房間或保持 2 米以上的距離
- 聯繫您的醫生或前往您當地的公共衛生部門
- 告訴他們您的症狀並遵循他們的指示
- 如果您需要立即醫療關注，請撥打 911 並告訴他們您的症狀。

**有關更多資訊，請訪問**  
[canada.ca/le-coronavirus](https://canada.ca/le-coronavirus) 或撥電  
1-833-784-4397





### SOBRE A DOENÇA DO CORONAVÍRUS (COVID-19)

#### O QUE É

A COVID-19 é uma doença causada pelo coronavírus. Os coronavírus humanos são comuns e são geralmente associados com doenças leves, similares a uma gripe comum.

#### SÍNTOMAS

Os sintomas podem ser muito leves ou mais graves. Os sintomas podem levar até 14 dias para aparecer após a exposição ao vírus.

#### PROPAGACIÓN

Os coronavírus são mais comumente propagados de uma pessoa infectada através de:

- gotículas do sistema respiratório
- contato pessoal próximo, tais como o toque corporal ou aperto de mão;
- de tocar algo que contém o vírus, e em seguida, tocar os olhos, a nariz ou a boca antes de lavar as mãos.

Não é sabido que esses vírus se propagam através de sistemas de ventilação ou através de água.

#### PREVENÇÃO

A melhor maneira de prevenir a propagação de doenças infecciosas é:

- praticar sempre o distanciamento social
- ficar em casa se estiver doente para evitar a propagação da doença para outras pessoas
- lavar as mãos frequentemente com água e sabão durante 20 segundos no mínimo
- evitar tocar os olhos, nariz e boca, especialmente antes de lavar as mãos;
- evitar contato próximo com pessoas que estão doentes;
- ao tossir e espiralar:
  - o cobrir a boca e nariz com o braço ou lenço de papel para reduzir a propagação de germes;
  - o descartar imediatamente os lenços utilizados no uso e descartar que possível lavar as mãos logo após;
- limpar e desinfetar frequentemente objetos e superfícies tocadas, tais como brinquedos, dispositivos eletrônicos e maçanetas;
- usar uma máscara não médica ou cobertura facial (no caso de emergência) para cobrir totalmente o nariz e a boca sem aberturas, e presa à cabeça por tiras ou elásticos para prender nas orelhas podem proteger outras pessoas ao redor.

#### SE APRESENTAR SÍNTOMAS

Se apresentar sintomas da COVID-19 - febre, tosse ou dificuldade em respirar:

- fique em casa (**isolar-se**) para evitar a propagação para outras pessoas;
- se você morar com outras pessoas, fique em um quarto separado ou mantenha uma distância de 2 metros;
- sempre antes de visitar um profissional de saúde ou chamar a autoridade de saúde pública local, relate os sintomas e informe de sua localização;
- relate os seus sintomas a eles e siga suas instruções;
- se precisar de atenção médica imediata, ligue para o 911 e relate seus sintomas.

**PARA OBTER MAIS INFORMAÇÕES, VISITE**  
[canada.ca/coronavirus](https://canada.ca/coronavirus)  
OU CONTACTE 1-833-784-4397







## Social and Cultural Resource List

The following are some examples of the resources that are readily available to students and any co-arriving family members studying at Mentora:

### *Mental Health Resources*

- Provide information to students on available resources specific to supporting mental health in a time of a pandemic, such as those provided by the Public Health Agency of Canada other resources available from health authorities -  
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/mental-health.html>
- [https://www.guard.me/keepmesafe\\_student/](https://www.guard.me/keepmesafe_student/)
- <https://www.mentalhealthcommission.ca/English/covid19>
- Provide information on Covid-19 related stigma, and anti-racism supports.  
<https://www.who.int/docs/default-source/coronaviruse/covid19-stigma-guide.pdf>
- <https://www.canada.ca/en/canadian-heritage/campaigns/federal-anti-racism-secretariat/covid-19-diverse-communities.html>

### *Community Resources*

**Across Boundaries** - 51 CLARKSON AVE. TORONTO, ON M6E 2T5 CANADA

Phone: (416) 787-3007

Email: [INFO@ACROSSBOUNDARIES.CA](mailto:INFO@ACROSSBOUNDARIES.CA)

*Across Boundaries* provides community mental health, addictions support and in-house programs that integrate:

- Individual support
- Community outreach
- Support groups, alternative and complementary therapies
- Community kitchen
- Skills building
- Social and recreational activities

*Across Boundaries* currently provides services in many languages, including:

- Caribbean Dialects
- African Languages -Shona, Amharic, Harare, Xhosa, Tsonga, Afrikaans, Swahili, Somali, Twi
- Central Asian Languages - Dari, Pashto, Farsi (Persian)

South Asian Languages - Punjabi, Hindi, Urdu, Bengali

- South East Asian Languages - Mandarin



## *211 – Centralized Resource for Services*

### **211 Helpline**

211 is a helpline and online database of available community and social services. 211 can provide you with information about financial assistance, mental health support, employment support, childcare, housing, food, clothing, and shelter. Find help at [211central.ca](https://211central.ca) or call/chat/text/email 2-1-1.

**Phone Number:** Dial 2-1-1 or **TEXT** 21166

**Toronto Website:** <https://www.211toronto.ca/>

**Ontario Website:** <https://211ontario.ca/> or <https://www.211oncovid19.ca/>

## *Services for LGBTQI2S+ Community*

### **The 519**

The 519 building is currently closed to the public and regular programming has been postponed in accordance with the City's decision, but they are continuing to provide some essential services to support their communities and the neighbourhood in this time of crisis. Visit their website for an update on the services they are providing at this time.

**Website:** <https://www.the519.org/news/covid19-the519-info-updates>

**Phone Number:** 416-392-6874

### **Family Services Toronto**

Church Street Office

355 Church Street

Toronto, ON, Canada

Phone: 416.595.9618

Website: <https://familyservicetoronto.org/>

Family Service Toronto (FST) helps people face a wide variety of life challenges. For 100 years we have been assisting families and individuals through counselling, community development, advocacy, and public education programs. Our services are available to everyone who lives or works in Toronto.