

COVID-19 QUARANTINE

Expectations Information – What You Need to Know

You have been identified for quarantine for the next 14 days as per the Government of Canada Quarantine Act.

Your health and the health of others are of the utmost importance to us. In order for us to care for you and others around you properly, we ask that you abide by the following rules for the next 14 days while in quarantine:

Before Arrival

1. You are required to complete the McMaster COVID-19 training prior to arriving on campus. This training can be found in Mosaic under Regulatory Training.
2. Ensure you have all necessary items with you as deliveries of personal supplies will not be permitted. Emergency supplies (i.e. medication) can be delivered to the Service Centre in Commons Building from 11 a.m. – 7 p.m. We will then arrange delivery to you.
3. Download the CanadaCOVID App for self-assessment and please see the following pages for important phone numbers or go to <https://www.hamilton.ca/public-health>
4. We recommend you download the “McMaster Safety App.” This app contains links to various on and off campus support services, including COVID-19 Updates, Emergency Contacts, Emergency Plans, Support Resources, and EOHSS. The App is available through your App store for free. We also recommend you download the “CanadaCOVID App”.
5. Please come prepared with a mask. Hamilton and McMaster University require the use facial coverings or masks that cover the mouth and nose. Government fines may apply for failing to wear a face mask/covering in indoor public spaces.
6. Between your trip from the airport to campus, please be sure to limit touch points, wear a mask, maintain physical distancing, and use hand sanitizer.

Once You Arrive on Campus

7. Maintain 2 meters (6 feet) distance from anyone you encounter on campus.
8. STAY INSIDE YOUR ASSIGNED UNIT. Do not go anywhere else on campus. This is very important not only for your own safety but also for the safety of others.
9. Remember to connect to Wi-Fi and send an email confirmation of your safe arrival.

10. Do not have visitors in your unit.
11. Throw used tissues in the garbage and wash your hands after use.
12. You will be supplied masks.
 - a) WEAR A MASK if maintenance or other McMaster personnel need to enter your unit.
 - b) WEAR A MASK if you need to evacuate the unit in case of emergency (e.g. Fire).
13. CHECK YOUR EMAIL frequently (daily) for information and updates. Communication will be sent to your McMaster email address.

Monitor Your Health During Your Stay

14. Monitor your health – check for fever (greater or equal to 38 degrees C), cough or difficulty breathing. If you start experiencing these symptoms or are experiencing other symptoms of COVID-19, visit the regional public health website for more information, including when to contact your public health authority.
15. If you feel you need emergency medical attention, call McMaster Security Services at 905-522-4135 and or download the McMaster SafetyApp
16. The Student Wellness Centre or Housing and Conference Services will be checking in with you daily. This contact is designed to check on your health and any needs you have during your quarantine period. For your own safety, it is your responsibility to respond to these daily check-ins. If you do not respond by 3:30 p.m. each day, McMaster Security Services will be contacted to conduct a welfare check, which may result in them entering your unit to confirm your status.

Meal Delivery and Ordering

1. From day 2 to 13 of your quarantine you will have a delivery of 3 meals per person, per day with the dietary preferences you provided during your booking process.
2. On day 1 and 14 of your quarantine, we will determine how many meals are required based on your arrival time and email you a confirmation of your order.
3. We are not able to provide the customization of menus currently except for allergies.
4. The delivery person will knock and place the food outside your door each day during the following times:
 - a) Breakfast: 8am – 10 am
 - b) Lunch: 12 pm – 2 pm
 - c) Dinner: 5:30 pm – 7:30 pm
5. If you have any questions or need to reach Hospitality Services at any time, please call 905-525-9140 ext. 24422 or 27722.

Housekeeping and Maintenance Services

1. Your unit has been prepared with essential items you will require over the next 14 days. They are as follows:
 - a) Linens will be on BED (only one bed will be made per person) and towels placed in bathroom.
 - b) Two sets of linens including: bed sheets, pillowcase, bath towel, face cloth and toiletries.
 - c) Waste liners for towels & bedding – NOT personal laundry.
 - d) Waste and recycling liners and bins – please use accordingly.
 - e) Fire Alarm Evacuation Plan.
 - f) Self-Isolation/Isolation documents.
 - g) Facial tissues, toilet paper.
 - h) Cleaning products.
2. Our custodial team will collect trash Tuesday and Friday. You must place your garbage outside your door by 11 a.m. in the bags provided.
3. Disinfectant and rags have also been placed in your room. You are responsible for cleaning your own space. Additional cleaning supplies can be provided by contacting the Service Centre at housing@mcmaster.ca.
4. If you have any maintenance needs please email the Service Centre at housing@mcmaster.ca.

Important Contacts

1. McMaster University Main Line: 905- 525-9140
2. McMaster Security Services: extension 24281 or 905-522-4135
3. Need Support for Non-Urgent Request: housing@mcmaster.ca
4. Student Wellness Centre: extension 27700 or swc@mcmaster.ca
5. Ontario Public Health (Telehealth): 1-866-797-0000
6. Hamilton Public Health: 905-974-9848
7. Good 2 Talk: 1-866-925-5454

At the End of your 14 Days of Quarantine

1. Please call or email the Student Wellness Centre 3-4 business days prior to the end of your 14 day quarantine to book a final assessment. They can be reached at 905-525-9140 x27700 or swc@mcmaster.ca
2. Once you have received Health Clearance from the Student Wellness Centre please email a picture of your Health Clearance letter to Laurie Ham at haml@mcmaster.ca
3. After you have been cleared to leave quarantine in Les Prince a lanyard will be delivered to you which will indicate to McMaster staff that you have been cleared to leave you bedroom. Please wear this lanyard anytime you are outside your room.
4. Remember that it is mandatory to wear a mask or face covering in all public spaces, including residence buildings while on campus.
5. Instructions on how to return your keys will be emailed to you after the Health Clearance letter is emailed to us.
6. Please perform the following duties to prepare yourself and your Unit for departure:
 - a) Strip your bed of linens and put ALL dirty linens (including towels) supplied by McMaster University in the waste liner provided.
 - b) Ensure ALL garbage/recycling is placed in the appropriate garbage and recycling bins and TIGHTLY TIE all garbage and recycling bags.
 - c) Gather all your personal belongings – extra clear and garbage bags are in your unit should you need them for this purpose.
 - d) Leave your unit keys on the table.
 - e) Turn off all lights in the unit.
 - f) Exit the unit and ensure the door is closed and locked behind you.
 - g) Please email Housing and Conference Services to inform us you have vacated the unit via email at housing@mcmaster.ca.
 - h) Please note, we encourage you to wipe down and/or launder ALL personal belongings once you arrive at your next place of accommodation.

Housing and Conference Services

Check your email account regularly for detailed information from McMaster's Housing and Conference Services (via email from housing@mcmaster.ca and/or reserve@mcmaster.ca) and feel free to email us at housing@mcmaster.ca if you have any questions during your quarantine stay!

Failure to adhere to these rules may result in additional fees and restarting the 14-day quarantine period.