

# COVID-19 QUARANTINE EXPECTATIONS FOR INTERNATIONAL & DOMESTIC ARRIVALS

## International Students: What You Need to Know

Your health and the health of others are of the utmost importance to us. These expectations and guidelines have been developed in accordance with the Canada Quarantine Act. 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. Effective January 7, 2021, the Government of Canada is requiring all incoming air travellers to Canada to provide a negative COVID-19 test within 72 hours of their flight departure. For more information, please visit <https://www.canada.ca/en/transport-canada/news/2020/12/pre-departure-covid-19-testing-and-negative-results-for-air-travellers-coming-to-canada.html>.
2. You are required to download the Canada COVID App, ArriveCan, COVID Alert Mobile App and McMaster Safety App to your device prior to meeting Airways Transit (the private transportation company that will be bringing you to campus). This app contains Government of Canada information relevant to traveling to Canada.
  - a. The Canada COVID app is for self-assessment.
  - b. The McMaster Safety App contains links to various on-and-off-campus support services including, COVID-19 updates, Emergency Contacts, Emergency Plans, Support Resources, and Environmental & Occupational Health Support Services (EOHSS). This app is available through your App store for free.
3. You are required to complete the McMaster COVID-19 training prior to arriving on campus. The training can be found in Mosaic under Regulatory Training.
4. Ensure you have all necessary items with you as deliveries of personal supplies will not be permitted. Linens, towels, and toiletries will be equipped in your room for the duration of your quarantine. Emergency supplies (i.e., medication) can be delivered to the Service Centre in Commons Building during the following hours 11 a.m. – 7 p.m. We will then arrange delivery to you.
5. Ground transportation from the airport to campus is being arranged by International Student Services. Please contact them to arrange your transportation. Between your trip from the airport to McMaster's campus, please be sure to limit touch points, wear a mask, maintain physical distancing, and use hand sanitizer.
6. Pre-Select a move-in appointment time using your Residence Portal <https://liveatmac.mcmaster.ca/PortalX/> allowing time to travel from the airport to McMaster Campus. You will be able to cancel and rebook move-in time slots with 24 hours notice.
7. You must enroll in the meal delivery program provided by Hospitality Services. You will select your meal delivery on the Residence Portal after you pre-select a move-in appointment. Meal costs will be deducted from your student meal plan.
8. Prior to arrival on campus, you will receive the code to a specific lock box which contains your key and access card.
9. McMaster is a non-smoking campus therefore smoking is prohibited in all building including residence buildings. If you are a smoker please contact the Student Wellness Centre at 905-525-9140 ext. 27700 to request assistance.

## Once You Arrive on Campus:

1. Once you arrive on campus:
  - a. You will find the lock box under the commons Breezeway (across from the PGCLL west entrance).
  - b. Only the key and access card will be in the lock box, the remainder of your keys and information will be in your room.
  - c. Move-in carts can be requested at the Service Centre. These carts are available first come first serve from the hours of 11 a.m. to 11 p.m.
2. Once you are in your room, stay inside. Do not go anywhere else on campus. This is important not only for your own safety but also for the safety of others.
3. The Student Wellness Centre or Housing and Conference Services will contact you daily to check on your health and comfort during your quarantine period.
4. Do not use public transportation, taxis, or ride-shares. Do not have visitors in your room or be near other people.
5. Throw used tissues in the garbage and wash your hands after use.
6. As of July 14, 2020, McMaster requires all individuals to wear masks or face coverings in all public spaces, including residence buildings.
7. You will be supplied 2 reusable masks. Additional masks are available upon request:
  - a. You are expected to wear your mask if McMaster personnel need to enter your unit.
  - b. If you need to evacuate the unit in case of emergency (i.e., Fire) you are expected to wear a mask.

## Monitor Your Health During Your Stay:

Check for fever (greater or equal to 38 degrees Celsius), 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.

1. If you feel you need emergency medical attention, call McMaster Security Services at 905-522-4135.
2. The Student Wellness Centre and HCS will be conducting daily check-ins. For your own safety, it is your responsibility to respond to these daily check-ins by 3:30 p.m. each day.
3. The student understands that this information may be shared with McMaster staff on a need-to-know basis for health and safety and/or public health reasons. The student shall comply with isolation requirements as directed by McMaster and the student understands and agrees that failure to do so may result in the student's removal from McMaster residence.
4. When having symptoms of COVID-19 or if the student has tested positive for COVID-19, the student shall complete the COVID-19 Reporting Tool in Mosaic. The reporting tile is on the home page of Mosaic.

## Meal Delivery and Ordering

1. You must enroll in the meal delivery program provided by Hospitality Services. You will pre-select your meal delivery on the Residence Portal <https://liveatmac.mcmaster.ca/PortalX/> after you pre-select a move-in appointment.
2. You will have a selection from two (2) options, Meat or Vegan. We are not able to provide the customization of menus at this time with the exception of allergies. Please identify on your order form any food allergies to be addressed.
3. If you have technical issues with the ordering form, please contact 905-525-9140 ext. 24422 or 27722.

The delivery of meals to your room will occur each day during the following times:

- Breakfast 8 a.m. – 10 a.m.
- Lunch: 12 p.m. – 2 p.m.
- Dinner: 5:30 p.m. – 7:30 p.m.

The delivery person will knock and place the food outside your door.

## Housekeeping and Maintenance Services

1. Your residence unit has been prepared with essential items you will require over the next 14 days of your quarantine. They are as follows:
  - a. Linens will be on bed 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. Quarantine/Isolation documents.
  - g. Facial tissues, toilet paper.
  - h. Cleaning products.
2. A McMaster 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](mailto:housing@mcmaster.ca).
4. If you have any non-emergency maintenance needs (ie. light bulb replacement), please enter a work order in your Residence Portal <https://liveatmac.mcmaster.ca/PortalX/>.

### Emergency Evacuation

1. If an evacuation is required, put on your mask to cover your mouth and nose.
2. Leave by the nearest emergency exit (information is on the back of your room door) and do not use the elevators.
3. If you cannot leave the building remain in your room and notify Security Services at 905-522-4135 and/or 911.
4. Proceed to Parking Lot G (in front of Hedden Hall and across from the Football field) and follow directions from Housing & Conference Services Staff and Security Services. Please make sure to remain a distance of at least 6 feet (2 metres) from other people.

### Ending Quarantine

All students and (if applicable), their co-arriving family need to receive a negative COVID-19 test prior to completing their quarantine. The McMaster Student Wellness Centre (SWC) will administer tests to students in their residence spaces between days nine and eleven of their quarantine. SWC should receive the results of the COVID -19 test prior to the 14th day of quarantine. The SWC nurse will provide a health clearance letter when they have received the negative result and the student has completed a full 14 days of quarantine.

If the student has family members completing quarantine with them, they will also be required to provide proof of their negative tests to the SWC. The SWC reminds students that their co-arriving family members prior to the end of their 14-day quarantine need to arrange COVID testing. Family members quarantining with a student will have their test completed at a local testing site. They are provided appropriate resources including booking information. The SWC will work with them to arrange individual private round-trip transportation to and from the testing site, which is arranged and paid for by McMaster.

All students in quarantine must receive both a negative COVID-19 test and Health Clearance letter from the SWC prior to ending quarantine. The below scenarios apply to students and their co-arriving family.

1. If a student receives a positive COVID-19 test result:
  - a. Student will update the SWC and Housing & Conference Services and will commence a 14-day isolation period with Day one as the date of their positive COVID-19 test.
  - b. The student will be moved to a new room on a separate floor which is designated as an isolation floor. The student will be required to isolate for an additional 14 days, repeating until a negative result is on file.
2. If a student receives a negative COVID-19 test result:
  - a. Student will update the SWC to qualify for Health Clearance.
  - b. If the student becomes symptomatic prior to receiving the Health Clearance the student shall complete the COVID-19 Reporting Tool in Mosaic and notify McMaster Housing & Conference Services, at [hcs-help@mcmaster.ca](mailto:hcs-help@mcmaster.ca). The SWC will follow up with the student to determine next steps and the student may need to be tested for COVID-19 again to qualify to receive the Health Clearance.

### Health Disclosure & Clearance

The Student Wellness Centre will provide the student a Health Clearance letter upon completion of quarantine requirements (described in the above section).

The student agrees to consent to the disclosure of the Health Clearance letter between McMaster's Student Wellness Centre and McMaster's Housing & Conference Services upon completion of their quarantine period.

## Domestic Students: What You Need to Know

Your health and the health of others are of the utmost importance to us. These expectations and guidelines have been developed in accordance with the Canada Quarantine Act.

### Before Arrival:

1. You are required to complete the McMaster COVID-19 training prior to arriving on campus. The training can be found in Mosaic under Regulatory Training.
2. You are required to download the Canada COVID App, COVID Alert Mobile App and McMaster Safety App to your device.
  - a. The Canada COVID app is for self-assessment.
  - b. The McMaster Safety App contains links to various on-and-off-campus support services including, COVID-19 updates, Emergency Contacts, Emergency Plans, Support Resources, and Environmental & Occupational Health Support Services (EOHSS). This app is available through your App store for free.
3. Pre-Select a move-in appointment time using your Residence Portal, you are allowed 2 people to help you move in. You will be able to cancel and rebook a move-in time with 48 hours notice.
4. Prior to your arrival you will receive a code for a specific lock box. In this lock box you will find your key and access card.
5. You are allowed 2 individuals to accompany you to move-in on campus, everyone must complete the COVID-19 Self Assessment found at <https://covid-19.ontario.ca/self-assessment/> 1 hours before coming to campus.
6. McMaster is a non-smoking campus therefore smoking is prohibited in all building including residence buildings. If you are a smoker please contact the Student Wellness Centre at 905-525-9140 ext. 27700 to request assistance.

### Once You Arrive on Campus:

1. Once you arrive on campus:
  - a. You will find the lock box under the Commons Breezeway (across from the PGCLL west entrance).
  - b. Only the key and access card will be in the lock box, the remainder of your keys and information will be in your room.
  - c. Move-in carts can be assigned to you and can be picked up in the PGCLL residence elevator lobby.
2. As of July 14, 2020, McMaster requires individuals to wear a mask or face covering in all public spaces, including residence buildings.
3. You will be supplied 2 reusable masks. Additional masks are available upon request.
  - a. You are expected to wear your mask if McMaster personnel need to enter your unit.
  - b. If you need to evacuate the unit in case of emergency (i.e. Fire) you are expected to wear a mask.

### Monitor Your Health During Your Stay:

1. Check for fever (greater or equal to 38 degrees Celsius), 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.
  - a. If you feel you need emergency medical attention, call McMaster Security Services at 905-522-4135.

McMaster University Main Line:  
905-525-9140

McMaster Security Services:  
Ext. x 24281 or 905-522-4135

PGCLL CA Coverage Line:  
289-237-3510  
9PM – 11AM daily starting August 26

Need Support for Non-Urgent  
Request:  
Email: [housing@mcmaster.ca](mailto:housing@mcmaster.ca)

Student Wellness Centre:  
905-525-9140 ext. 27700

Ontario Public Health  
(Telehealth):  
1-866-797-0000

Hamilton Public Health:  
905-974-9848

Good 2 Talk:  
1-866-925-5454

Mental Health Resources  
Information on staying safe during  
isolation.

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

<https://wellness.mcmaster.ca/resources/#tab-content-support-during-covid-19>

## Important Resources