Arrival Guide: Welcoming International Students to the University of Manitoba for Fall 2020

OVERVIEW

The University of Manitoba is excited to welcome international students to Winnipeg. International students are an important part of the University of Manitoba, bringing intercultural perspectives, diversity, and global networks that enrich our community. The University has taken steps and precautions to ensure that our community is as safe as possible as we welcome these students to Winnipeg. This arrival guide provides information for incoming students who are required to self-isolate for 14-days but do not have an appropriate place approved by the Public Health Officer of Manitoba to self-isolate; this would include:

- new or returning students who have not arranged accommodation for the fall term;
- new or returning students who have accommodation for the fall term but who are not able to self-isolate in that accommodation without risking exposing others to COVID-19; and
- new or returning student who will be living in a University of Manitoba residence.

We are also closely monitoring communications from Immigration, Refugees and Citizenship Canada (IRCC) as well as the Canadian Border Services Agency (CBSA) in order to support our students in making the best possible choices given travel restrictions and public health concerns. CBSA may request a letter from the University of Manitoba confirming a student is registered in a course with an in-person component in order for a student to be granted entry at the port of entry; the request to see this letter is at the discretion of a CBSA agent. Please note that a letter from the University of Manitoba supporting a student’s request to attend the University of Manitoba does not guarantee entry; the decision to grant entry lies entirely with a CBSA agent.

The province of Manitoba has established a mechanism to approve this plan to welcome international students to the university for Fall 2020. The university has ongoing dialogue with the Department of Economic Development and Training in order to ensure that the university’s plan continues to meet requirements and to verify our ongoing adherence to federal and provincial requirements.

All students that have an in-person learning component for the fall term, who meet the criteria for essential travel, and are planning to travel to Winnipeg are required to self-isolate. This plan provides for a University of Manitoba check-in booth at the Winnipeg international airport, a self-isolation kit, safe transportation from the airport to the designated hotel, contactless meal delivery, and daily checks on your well-being by the University of Manitoba for the duration of the 14-day self-isolation.

The University of Manitoba will offer support to all international students throughout the self-isolation period by providing supplemental resources, amenities and services to sustain both your physical and mental health.
Our Commitment & Principles

The University of Manitoba is committed to:

- A safe on-campus experience for all students, staff, and faculty;
- Investing in infection prevention that includes: controlled physical distancing measures, signage, personal protective equipment and hand sanitizer, changes to physical spaces to support physical distancing, awareness and education, and ongoing monitoring;
- Well-maintained facilities with extended cleaning schedules;
- Working closely with provincial public health authorities and Shared Health Manitoba;
- Supporting students’ arrival from outside of Canada (and from outside the Western Canada “bubble”) and while in mandatory self-isolation, providing outreach, engagement, amenities, and resources; and
- Providing students studying remotely an equally engaging, welcoming experience to the University of Manitoba community, and an opportunity to access services virtually.

Principles of University of Manitoba’s International Arrival and Self-Isolation Support Plan

- Facilitate access to mandatory self-isolation spaces for those students who must self-isolate. This includes facilitating spaces for spouses and children of international students if required.
- Ensure students who must self-isolate for 14-days have appropriate information and supports before they travel, upon arrival, and during the self-isolation period.
- Offer daily wellness check-ins including mental health support.
- Provide opportunities for students to engage in virtual programs to enhance their learning skills and connect with other students through online events and activities while in self-isolation.
- Continue to monitor and follow direction from public health in implementing cleaning and infection control.
- Provide information and supports to students who become ill.

Cost Associated with Self-Isolation for Incoming International (or Out-of-Province Students)

A 14-day self-isolation is mandatory for all students arriving from outside of Canada as well as domestic travel to Manitoba, excluding western provinces and Northwestern Ontario (i.e., west of Terrace Bay). The University of Manitoba has negotiated a rate of $76.21 per night (based on single occupancy) at the Sandman Hotel for a guestroom with a kitchenette that includes complimentary wireless internet in guestrooms and common areas, complimentary local calls, complimentary 24-hour airport shuttle, and complimentary parking. Contactless delivery of three meals a day (breakfast, lunch, and dinner) is available at a cost of $50.00 per person. The resulting total cost incurred for a single occupancy 14-day self-isolation, which includes accommodation + tax, transportation from the airport to the hotel, and three meals a day is $1,766.94 (14 x $126.91). Upon request, the university will cost share this expense with a student. A student should obtain confirmation of cost sharing in advance. The university will contribute 75% ($1,325.21) with the remaining 25% ($441.74) being paid by the student. There will be additional costs for each family member; the additional self-isolation costs associated with family members is the sole responsibility of the student. The additional cost
for one and two family members per night (including meals) staying in the same room as the student is $61.72 and $123.44, respectively. Other incidental room charges, e.g., on-demand movies, long distance calls, will be the responsibility of the student.

A student who tests positive for COVID-19 during the 14-day self-isolation period will remain in self-isolation unless they require medical attention and/or hospitalization. Please refer to the link to the Manitoba International Student Health Plan (MISHP) below for eligible expenses.

**ARRIVAL PLAN DETAILS**

**Online Support**
Resources and information on travel and immigration, self-isolation accommodations, transportation from the airport, health care, resources, and support for settling in can be found on the many University of Manitoba websites and links found below. On-going information and support for international students is also available through the International Centre.

**Welcoming International Students Coordinator**
The university will have a dedicated full-time person to coordinate and facilitate the implementation of the various stages of this plan with the various stakeholders as well as other University of Manitoba employees assisting with the implementation of this initiative.

**Stages of Support**

1. **Pre-Departure**

   International Students will be contacted via email in advance of their departure and asked to provide their flight plans, i.e., date of arrival in Winnipeg and flight number. Students must also indicate if they plan to arrive with family member(s). Prior to departure, students will also receive information via e-mail regarding general self-isolation preparedness. Students will be encouraged to arrive on one of a few recommended dates to streamline and facilitate the self-isolation process in Winnipeg.

   All international students and their co-arriving immediate family members should download the Government of Canada’s ArriveCAN application prior to arrival at the port of entry and complete the information required. This app can be found at the Apple App Store or Google Play. This will streamline your entry into Canada.

   While it is at the discretion of an individual CBSA agent, students should have a self-isolation plan prepared and printed off for presentation to a CBSA agent upon request.

   It is important to note that a letter from the University of Manitoba supporting a student’s entry into Canada does not guarantee entry. The decision to grant a student entry rests with a CBSA agent.
2. **Arrival in Winnipeg**

   Upon arrival at the Winnipeg James Armstrong Richardson International Airport, international students will be required to check in at the University of Manitoba booth where they will be provided up-to-date information, be required to answer health-screening questions, and provided a self-isolation kit. The kit will contain mask(s), hand sanitizer, a thermometer, a small snack, and information from the International Centre and Student Services.

3. **Transportation**

   Only one student can be in the shuttle from the airport to hotel per trip. The only exception is if the student has co-arriving immediate family member(s) from the same household. A student (and their immediate family member(s)) will be transported from the airport directly to their hotel via the hotel’s 24-hour airport shuttle. A student (and their family member(s)) will be required to wear the mask(s) provided in the self-isolation kit during transportation. The self-isolation kit will provide a mask for each student and their immediate family member(s). Masks are to be put on as soon as they are received and must not be taken off until a student (and their immediate family member(s)) are in their place of self-isolation.

   Students are to follow safe transportation protocols from the airport to their place of quarantine (i.e., use an alcohol-based hand sanitizer before entering the vehicle, avoid touching the interior of the vehicle as much as possible, sit in the back seats of the vehicle only, place all of their personal belongings in the trunk rather than in the back seat, etc.) Details on safe transportation advice are found at this link: https://www.gov.mb.ca/covid19/restoring/transportation.html.

4. **Accommodation and Meals**

   The University of Manitoba has made arrangements with the Sandman Hotel to ensure students (and any accompanying family member) have access to a comfortable, safe place to complete their 14-day self-isolation. Students must quarantine alone. The only exception is if the student has co-arriving immediate family members from the same household.

   Touchless key pickup has been arranged at the hotel front desk.

   Touchless meal delivery will take place 3 times a day, for breakfast, lunch, and dinner. Meals will be delivered to each room with disposable cutlery. A list of menu selections will be available in each student’s guestroom upon check in.

   The hotel has confirmed that strict sanitization and social-distancing procedures are in place in their facilities. The hotel will provide towels and toiletries as required.

   Laundry (at cost) and garbage disposal will be available at the hotel. The hotel will provide additional instruction on garbage disposal.

   Complimentary wireless internet is available in guestrooms. Local calls are also free of charge. While in self-isolation, students and immediate family members must not visit any common areas of the hotel.
Tap water in Winnipeg meets the Province of Manitoba’s Drinking Water Safety Act as well as the Guidelines for Canadian Drinking Water Quality. Tap water in Winnipeg is tested regularly, meets a high standard, as is safe to drink.

Please note that failure to adhere to the requirements of self-isolation is considered a serious violation of the Government of Canada’s Quarantine Act and the University’s Non-Academic Misconduct Policy. Our first step when non-adherence to the required isolation is identified and confirmed will be to immediately inform the designated university official, Laurie Schnarr, Vice-Provost (Students), and to connect with the student to identify any potential barriers to maintaining the isolation and if at all possible, offering supports to remove these barriers. In the event that this is where the person is a Case, we will work collaboratively with Public Health to identify barriers and offer supports. If options for supports are exhausted and the person continues to violate isolation requirements, the designated university officials, Laurie Schnarr and Dr. Marcia Anderson, who also practices as a Medical Officer of Health (MOH), will discuss the most appropriate next steps with the responsible Public Health Authority to carry out a risk assessment and decide if reporting for enforcement is warranted. In most situations this is likely to be the Public Health team at the WRHA. If these steps are not effective, we may be required to notify the local police and/or RCMP. Non-compliance with the 14-day mandatory quarantine means that students may be subject to fines established by the Government of Canada, and could result in reporting of quarantine breaches to the Canadian Border Services Agency. Please note that UM is not responsible for enforcing isolation requirements but in facilitating access to the requirements necessary for the student to self-isolate.

5. Health Care

For eligible international students covered by MISHP who are required to be tested for COVID-19 in approved testing sites, the medical expenses incurred for testing will be covered under your plan. For more information, please visit www.mishp.ca.

Newly enrolled international students are covered on an emergency basis for up to one (1) calendar month prior to the start of their first academic term. During this period, medical treatment and testing for COVID-19 will only be covered if symptoms began after departure from your home country. For more information please visit: https://umanitoba.ca/coronavirus/students/international#medical

The University is committed to:
- Closely monitoring the Province of Manitoba’s updates to ensure that Manitobans stay safe and healthy.
- Ensuring that the Province of Manitoba’s travel restrictions and traveller’s information will be strictly followed. https://www.gov.mb.ca/covid19/protection/mb-safe-healthy.html
- A student who tests positive for COVID-19 during the 14-day self-isolation period will remain in self-isolation unless they require medical attention and/or hospitalization.
- Public health officials have established communications protocols for COVID-19 outbreaks. University communications notifying the community will be done following the lead of local and provincial public health officials.
6. **Wellness Check-Ins**

Each international student will be assigned a University of Manitoba employee for daily wellness check-ins by phone, Zoom, or other video conference means. The wellness check-in will ask about a student’s mental and physical health. Students can also contact that person in case of urgent need.

As part of the wellness check-in, students will be asked if they, or an immediate family member quarantining with them, is/are experiencing any COVID-19 symptoms. International students (and any immediate family member quarantining with them) will be reminded to take the self-screening assessment found [here](#) for that day. Students and any immediate family member(s) should use the [ArriveCAN](#) application within 48 hours of arrival in Canada, and for their daily symptom reporting.

A student (or immediate family member(s)) experiencing COVID-19 symptoms should contact Health Links-Info Santé at 204-788-8200 or 1-888-315-9257 (toll-free). A student can also use the province's [COVID-19 online screening tool](#) to determine next steps – this tool is also available in an interactive voice response (IVR) format, at 1-877-308-9038. The [University of Manitoba’s COVID-19 website](#) also provides information for students.

A student (or immediate family member(s)) must follow provincial guidelines to control the spread of COVID-19. These include, but are not limited to, hand washing, physical distancing, cough into your sleeve, avoid touching your face, disinfect frequently touched surfaces, stay home and away from others when you are not feeling well, wear a mask in indoor public spaces. Up to date information can be found on the Province of Manitoba website (#COVIDCarefulMB).

7. **Response to a Positive Case**

Our Health and Safety Committee, chaired by Dr. Marcia Anderson, will be the lead person and committee in the event that we have a positive case that requires further action/involvement by the university. Dr. Anderson, who also practices as an MOH, will be our ongoing liaison point with Public Health, though the university would also welcome ongoing participation from WRHA or from MB Health to inform our Health and Safety approaches to the extent that there is public health capacity to do this. We will wait for the appropriate information from an official public health source, understanding that WRHA will most likely be the lead public health organization for determining the necessary public health steps, and that they will share the information necessary for us to carry out any response that we need to take. We will trust the public health investigation to identify and follow up with any close contacts that require self-isolation. If a university setting is identified as a site where transmission is occurring we will work with public health to identify any necessary steps, which may include assistance with locating contacts, limiting group sizes or activities, cleaning and disinfecting, or enhancing infection control of public health precautions to disrupt possible transmission.

8. **Campus Integration & Ongoing Support Post Self-Isolation**

For all students (undergraduate and graduate), [academic supports](#) and services continue to be delivered remotely, including but not limited to [academic advising](#), [career consultants](#), and [Academic Learning Centre tutors](#). Throughout the academic year, we will continue to update [Support for Remote Learning](#) page as well as the [COVID-19 student](#) site.
The University of Manitoba is also committed to ensuring a student’s privacy and denouncing discrimination and racism. The university has supports for students who experience COVID-19 related stigma or racism that include a Respectful Work and Learning Environment Policy an Equity, Diversity and Inclusion Facilitator as well as many other Student Supports.

University Health Services is available to provide the effective, patient-centered, collaborative, multidisciplinary primary care required for the success and well-being of UM students. Counselling, mental health, and related services are available for any student who is needing support at this time. For more information, please contact the Student Counselling Centre, Spiritual Care, or Health and Wellness. For 24/7 emergency support, please contact the Mobile Crisis Service at 204-940-1781.

The University of Manitoba is committed to following public health directives that will ensure the health of our community members and prevent the spread of COVID-19. For more information please visit: https://umanitoba.ca/coronavirus/recovery.

International students who are in need of financial assistance should consult the following list of awards and bursaries.

Undergraduate Students
For all new undergraduate students (direct entry, advanced entry, and transfer students), we have created UM Commons which serves as a gateway to programming and events developed to help welcome and orient student to the UM. UM Commons will continue to be updated through-out the year to promote upcoming events as well as feature supports and opportunities, so students have what they need when they need it. There are four key programs that are active now or upcoming:

UM Essentials: New undergraduate students have all been registered in UM Essentials within UM Learn which is a 8 module online orientation course that provides students with help to learn online, get introduced to University services and supports, as well as the expectations of joining UM community. The course will remain open after classes start.

Math Boot camp: a three-week boot camp delivered by the Department of Mathematics through online study and live sessions.

Prep week: students are invited to register for as many sessions they wish across five days (August 31-Sept 4), which will include home rooms, skill-based workshops, special lectures, fitness breaks, faculty led sessions, and student community meet ups. Sessions will be delivered live and be recorded and posted for future viewing.

Welcome Day – September 8 event for first year direct entry undergraduate students that will begin with an official Welcome Ceremony (live streamed) and followed by sessions facilitated by First Year Centre, orientation volunteers, and direct-entry faculties.

In addition to the above, International Centre orientation is well underway and many faculties have their own orientation events.

For returning students (undergraduate and graduate) we will be promoting the Learning Online course within UM Learn that provides tips and strategies for completing online courses.
**Graduate Students**

**UM Essentials:** New graduate students will be registered in a graduate version of the 8-module online UM Essentials orientation course, accessed through UM learn, in early September. UM ESSENTIALS will provide graduate students with help to learn online, get introduced to University services and supports, as well as the expectations of joining the UM community. The course will remain open throughout the Fall 2020 term.

**Orientation:** Online Graduate Student Orientation Workshops, sponsored by the Bannatyne or Fort Garry Campuses, will be held on September 3rd and 4th, 2020. Orientation includes a welcome workshop led by the Dean or Associate Dean of the Faculty of Graduate Studies, presentations by Security Services, UMGSA and HSGSA, as well as professional development workshops.

Each graduate student is also encouraged to attend their department orientation, and UMGSA and HSGSA welcome events.