

Refugee  
Sponsorship  
Training  
Program



# Travel Resumption Resource Kit for Refugee Sponsors

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## Introduction

This resource kit is for Sponsorship Agreement Holders (SAHs), along with their Constituent Groups (CGs) and co-sponsors, Groups of Five and Community Sponsors that are sponsoring refugees for resettlement to Canada under the Private Sponsorship of Refugees (PSR) program, the Blended Visa Office Referred (BVOR) program and the Joint Assistance Sponsorship (JAS) program.\*

The kit:

- Outlines the procedure that IRCC will follow before booking travel for sponsored refugees during the COVID-19 pandemic;
- Summarizes the mandatory requirements that all persons arriving or entering Canada by air must follow, including sponsored refugees<sup>1</sup>;
- Provides readiness checklists that sponsors can use to prepare a suitable quarantine plan to ensure the refugees comply with the requirements;
- Shares best practices from the Public Health Agency of Canada (PHAC) that can assist sponsors with preparing a suitable quarantine plan; and,
- Collates publicly available information and resources on COVID-19 that can assist sponsors and sponsored refugees.

It is strongly recommended that sponsors contact their [provincial or territorial public health agency](#) and their municipal government to see if there are any additional requirements that must be followed in the community of settlement.

For the latest information on the mandatory requirements that all persons arriving or entering Canada by air must follow, please visit: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>

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\* Throughout this document, the terms “sponsored refugees” and “refugees” are used to refer to the sponsored persons before arrival and the terms “sponsored newcomers” and “newcomers” are used after they have arrived in Canada.

<sup>1</sup> For more information on the emergency orders that were introduced under the Quarantine Act to limit the spread of COVID-19, please visit: <https://www.canada.ca/en/public-health/corporate/mandate/about-agency/acts-regulations/list-acts-regulations.html>

## Version Changes

### Version 0.7:

- Updated to reflect on-arrival testing requirements that came into effect on February 22, 2021.
- Readiness checklists updated.
- Resources section updated.

### Version 0.6:

- Updated to include ArriveCAN requirements that came into effect on November 21, 2020.
- Updated to include pre-arrival testing requirements that came into effect on January 07, 2021.
- Requirements for persons with symptoms and without symptoms updated.
- Readiness checklists updated.
- Resources section updated.
- Letter template in Appendix removed and replaced with FAQs and best practices section.

## Pre-Arrival<sup>2</sup>

### Before Travel to Canada is Booked

Before travel to Canada is booked for sponsored refugees, the Resettlement Operations Centre – Ottawa (ROC-O) will contact the sponsors via email to confirm that they:

1. Have the capacity to welcome the refugees they have applied to sponsor;
2. Have the capacity to provide financial and settlement support to the refugees on arrival and for the entire duration of the sponsorship period;
3. Can facilitate and enable the refugees to comply with the mandatory 14-day quarantine requirements and any instructions provided to them on arrival in Canada; and,
4. Have contacted the refugees to confirm their willingness to travel to Canada during the COVID-19 pandemic and have provided the refugees with their up-to-date contact information (email address and telephone number).

ROC-O will email all the parties to the sponsorship, i.e. those that were listed on and signed the Sponsorship Undertaking form (including CGs and co-sponsors for applications submitted through SAHs).

It is important that all parties to the sponsorship discuss their capacity, readiness and preparedness to welcome the refugees before responding to the email from ROC-O.

Sponsors must respond to the email from ROC-O within the specified deadline and must also provide them with a copy of the quarantine plan for the refugees. No travel arrangements will be made until ROC-O receives a response from the sponsors via email.

If sponsors choose to postpone the arrival of the refugees, or do not respond to the email from ROC-O within the specified deadline, the arrival of the refugees will be placed on hold until further notice. If an arrival is placed on hold, the sponsors will need to contact ROC-O when they are ready and able to welcome the refugees.

Once sponsors have confirmed the above via email, ROC-O will instruct the International Organization for Migration (IOM) to proceed with making the travel arrangements for the refugees.

Sponsors must send their up-to-date contact information (email address and telephone number) to the refugees before they travel to Canada. Sponsors must ensure that this information is current, and the refugees must ensure that it is always accessible to the Canada Border Services Agency (CBSA) and the Public Health Agency of Canada (PHAC).

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<sup>2</sup> The information in this section only applies to sponsored refugees whose travel is arranged by the IOM and may not apply to those that make their own travel arrangements (i.e. self-book). Sponsors and refugees are **strongly** encouraged to let the IOM make the travel arrangements and not self-book.

Sponsors must share the details of the quarantine plan with the refugees before they travel so they are able to submit details of the plan via [ArriveCAN](#) before boarding their flight or when they complete the paper form on arrival in Canada.\*

When the travel arrangements have been finalized, a Notification of Arrival Transmission (NAT) will be sent by ROC-O generally more than 10 days in advance of arrival. The NAT will contain the flight information for the sponsored refugees and the latest contact information for the sponsors. IRCC will also inform PHAC and provincial health officials of upcoming arrivals.

## Overseas

Where possible, the IOM is currently providing sponsored refugees with a pre-departure Canadian Orientation Abroad (COA) by telephone and are providing refugees with a printed copy of the COA Participant Workbook.

The COA is currently focused on: the current COVID-19 situation; sharing information about the mandatory requirements for all persons arriving or entering Canada (i.e. the mandatory 14-day quarantine or isolation period after arrival); how to prevent the spread of COVID-19; and, addressing any questions or concerns the refugees may have.

Where possible, the IOM will provide the refugees with multi-language resources produced by the PHAC on the mandatory requirements for persons entering or arriving in Canada [with](#) or [without signs and symptoms of COVID-19](#).

Any documents the refugees require to enter Canada that may have expired will be re-issued by IRCC. IRCC and their partners will also work with each host country to ensure that any other documents that the refugees require, such as exit permits (if applicable), can be renewed or re-issued.

Where possible, the IOM will provide the following to the refugees before they depart:

- Hand sanitizer or wet wipes;
- Pre-departure counseling with a focus on respiratory and hand hygiene;
- An additional health check for symptoms of COVID-19, including a temperature check, on the day of departure; and,
- Non-medical facemasks or a face covering and a provision of masks or coverings for travel.

The IOM will also provide refugees with letters of introduction, which were developed by IRCC in consultation with the CBSA and the PHAC, that can be presented to officers and services providers at the Port of Entry (POE) during the arrival process.

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\* Sponsors may also want to share the details of the quarantine plan with the [IRCC funded service provider organization](#) (SPO) at the Port of Entry (POE) when they are requested to provide their contact information to the SPO so they have the details on hand if they need to assist the refugees with completing the paper form on arrival.

Prior to boarding, the refugees may undergo a limited medical examination with a focus on the [signs and symptoms of COVID-19](#) (depending on the requirements of the airline and the host country).

As of January 07, 2021, all persons travelling to Canada by air that are over the age of five, including sponsored refugees, are required to provide proof of a negative COVID-19 molecular test result before boarding.<sup>3</sup> The test must be taken within 72 hours of the scheduled departure time and airlines will not permit travellers to board if they are unable to provide a negative test.

IRCC is working closely with the IOM to facilitate testing for sponsored refugees and with addressing any country-specific challenges that may arise. The cost of the test will be covered by the Interim Federal Health Program (IFHP). For sponsored refugees in Israel, the IOM is working with their network of local partners to facilitate testing.

If the test results are not received within the 72-hour window, the travel arrangements will be rearranged.

Currently, only Canadian citizens, persons with status under the Indian Act, permanent residents and protected persons entering at a land POE may enter Canada if they have any [signs or symptoms of COVID-19](#).<sup>4</sup>

Other persons travelling to Canada by air, including sponsored refugees, will not be permitted to board their flight if they have any signs or symptoms of COVID-19, are unable to provide proof of a negative COVID-19 molecular test or have been refused boarding in the past 14 days due to a medical reason related to COVID-19.<sup>5</sup>

Sponsored refugees, along with all air passengers travelling to Canada, are required to [wear a non-medical mask or face covering](#) until they reach the place where they will quarantine in the community of settlement.

## ArriveCAN

As of November 21, 2020, all persons entering Canada by air, including sponsored refugees, need to submit the following information via [ArriveCAN](#) before they board their flight:

- Their contact and travel information, such as name, date of birth, email address, phone number and travel document details;
- Travel details, including the date of arrival and the flight number, airport and airline;
- The purpose of their travel (sponsored refugees should select the “none of the above” option in response to this question);

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<sup>3</sup> For more information, please visit: [Pre-departure COVID-19 testing and negative results for air travellers coming to Canada](#)

<sup>4</sup> See: [Coronavirus disease \(COVID-19\): Travel restrictions, exemptions and advice - Canada.ca](#)

<sup>5</sup> See: [Flying to and within Canada - Travel restrictions in Canada – Travel.gc.ca](#)

- Details of their quarantine plan; and,
- A COVID-19 symptom self-assessment.

[ArriveCAN](#) is available for [iOS](#) and [Android](#) devices and online via a [website](#).

Sponsors can submit the above information via [ArriveCAN](#) on behalf of the refugees if the refugees are unable to use [ArriveCAN](#). If sponsors submit the information on behalf of the refugees, they must send a copy of the [ArriveCAN](#) receipt to the refugees so they can present it to the CBSA officer on arrival in Canada.

If the above information is not submitted via [ArriveCAN](#) before boarding, the refugees will still be permitted to board their flight and they will need to complete a paper form on arrival in Canada. The CBSA may also issue a Notice of Non-Compliance to the refugees for not submitting the information via [ArriveCAN](#) before boarding. An [IRCC funded service provider organization](#) (SPO) may be able to assist the refugees with completing the paper form on arrival.



## On Arrival in Canada

### IMPORTANT

Sponsors are strongly advised to consult the Government of Canada [website](#) for the latest and most up-to-date information on the entry requirements.

### Procedures at the Port of Entry (POE)

The sponsored newcomers will need to show their [ArriveCAN](#) receipt or the paper form they completed on arrival to the CBSA. The CBSA may issue a Notice of Non-Compliance to the newcomers for not submitting their information via [ArriveCAN](#) before boarding.

The newcomers will be:

- Asked if they have any [symptoms](#) of COVID-19;
- Asked to show proof of a negative COVID-19 molecular test taken within 72 hours of their scheduled departure time;
- Asked to acknowledge they must either quarantine for 14-days (if they do not have any [symptoms](#)) or isolate for 14-days (if they have [symptoms](#));
- Asked if they have a suitable place to quarantine or isolate, where they will have access to basic necessities, will not have contact with [vulnerable persons](#) and will not be in a group living or community living arrangement; and,
- Given instructions on the requirements they must adhere to and the [penalties for non-compliance](#).

IRCC has informed the PHAC and the CBSA that sponsors are responsible for making the arrangements that will enable the newcomers to comply with the requirements (such as the quarantine plan).

Sponsors are only responsible for ensuring the newcomers comply with the requirements and any instructions provided to them on arrival when the newcomers arrive at their final destination in the community of settlement.

### Testing on Arrival and the Quarantine or Isolation Requirements

As of February 22, 2021, all persons entering Canada by air are required to take a COVID-19 molecular test on arrival and stay in a government-authorized hotel for three nights while waiting for the results of the test.

After receiving the results, the travellers will be required to [quarantine](#) or [isolate](#) for the remainder of the 14-day period (the 14 days starts from the date of arrival in Canada).

These requirements apply even if the travellers have been vaccinated for COVID-19.<sup>6</sup>

An [IRCC funded SPO](#) will coordinate the hotel bookings and transportation to the hotel for sponsored newcomers. The cost of the hotel stay and transportation will be covered by IRCC.

At the hotel, the sponsored newcomers will be provided with food and will have access to Wi-Fi and phones. Sponsors will not be able to visit the newcomers whilst they are staying at the hotel, but can communicate with them via the phone and/or video calls (if they already have a laptop, smartphone or tablet) during their stay.

#### *If the Test is Negative*

Once a negative COVID-19 test result is received, the sponsored newcomers will continue travelling to their final destination, where they will be required to [quarantine for the remainder of the 14-day period](#).

Sponsors should make arrangements to transport the refugees from their final destination to their place of quarantine. If the hotel is in the community of settlement, sponsors should make arrangements to transport the newcomers from the hotel to their place of quarantine.

Towards the end of the quarantine period, persons without symptoms must take a second COVID-19 test provided by PHAC. The second test is self-administered, and instructions will be provided by PHAC on how to take the test and send it back.

Persons without symptoms are required to stay in their place of quarantine until the quarantine period has ended and a second negative test result is received.

The requirements for persons without [symptoms](#) of COVID-19, including details on what is considered to be a suitable place of quarantine, is available in multiple languages [here](#).

#### *If the Test is Positive*

If a positive COVID-19 test result is received, the newcomers will be transferred to a PHAC-administered quarantine facility in the city where they landed and they will be required to [isolate for the remainder of the 14-day period](#). The cost of this will be paid for by the Government of Canada.

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<sup>6</sup> See: [Mandatory quarantine or isolation – Travel restrictions in Canada – Travel.gc.ca](#)

## Daily Reporting Requirements During the Quarantine or Isolation Period

All persons entering Canada by air, including sponsored newcomers, must use ArriveCAN the day after they arrive in Canada to:

- Report to confirm that they have arrived at a government-authorized hotel; and,
- Complete a daily COVID-19 [symptom](#) self-assessment check-in until the end of their quarantine period.

If the newcomers used [ArriveCAN](#) before boarding their flight, they will receive a push notification on their phone or an email requesting them to confirm their arrival at the hotel and begin the daily self-assessment check-in.

After the first report, there will be a prompt when [ArriveCAN](#) is opened to complete the daily self-assessment check-in.

If the newcomers did not use [ArriveCAN](#) before boarding their flight and completed the paper form on arrival in Canada, they can confirm their arrival at the hotel and complete their daily check-in by calling 1-833-641-0343 (toll-free).

If the newcomers are transferred to a PHAC-administered quarantine facility after their three-day stay at the government-authorized hotel, they will not need to report via [ArriveCAN](#) but will be subject to reporting requirements at the facility.

## Readiness Checklists for Sponsors

The checklists in this section are designed to help sponsors with preparing a suitable quarantine plan to ensure the sponsored refugees comply with the entry requirements and any instructions provided to them on arrival in Canada.

These checklists are not exhaustive, and sponsors must consider any individual needs the refugees have when preparing their quarantine plan.

Sponsors must also contact their [provincial or territorial public health agency](#) and their municipal government to see if there are any additional requirements the refugees need to comply with on arrival in the community of settlement.

## Before Arrival

- Sponsors have confirmed with ROC-O via email that they:
  1. Have the capacity to welcome the refugees they have applied to sponsor;
  2. Have the capacity to provide financial and settlement support to the refugees on arrival and for the entire duration of the sponsorship period;
  3. Can facilitate and enable the refugees to comply with the mandatory entry requirements and any instructions provided on arrival; and,
  4. Have contacted the refugees to confirm their willingness to travel to Canada during the COVID-19 pandemic.
  
- Sponsors have provided a copy of the quarantine plan to ROC-O via email.
  
- Sponsors have provided the refugees with their up-to-date contact information (email address and telephone number).
  
- Sponsors have explained to the refugees that they will be required to wear a non-medical mask or face covering (provided by the IOM) during their travel to Canada until they reach the government-authorized hotel and while travelling from the hotel to their place of quarantine in the community of settlement.
  
- Sponsors have shared information with the refugees in their native language on [how to safely use a non-medical mask or face covering](#) and the [importance of doing so](#).
  
- Sponsors have shared information with the refugees in their native language on the [signs and symptoms of COVID-19](#).
  
- Sponsors have shared information with the refugees in their native language on [how they can help reduce the spread of COVID-19](#) during their travel to Canada and when they arrive in Canada.
  
- Sponsors have explained to the refugees that they will be required to complete a COVID-19 molecular test at least 72-hours before their scheduled departure time (facilitated by the IOM) and they will not be permitted to board their flight if they are unable to provide a negative test result.
  
- Sponsors have spoken to the refugees about what will happen when they arrive in Canada (i.e. the COVID-19 molecular test on arrival, the three-night stay at the government-authorized hotel, any onward travel to the final destination and travel to their place of quarantine in the community of settlement).

- ❑ Sponsors have identified and secured suitable accommodation where the refugees can [quarantine for the required 14-day period immediately after arrival in the community of settlement](#).
- ❑ Sponsors have ensured that the refugees will have no contact with [vulnerable persons](#) at the accommodation where they will quarantine for the remainder of the 14-day period.
- ❑ Sponsors have ensured that the refugees will not be in close contact with anyone that did not travel with them to Canada in their place of quarantine.
- ❑ Sponsors have ensured that the place of quarantine is not a group or communal living space or a shared living space without separate rooms.
- ❑ Sponsors have shared information with the refugees on where they will be quarantining for the remainder of the 14-day period so they are able to submit this information via [ArriveCAN](#) before boarding their flight or via the paper form on arrival in Canada.
- ❑ Sponsors have explained the [ArriveCAN](#) requirements to the refugees, including the daily reporting requirements post-arrival.
- ❑ Where possible, the sponsors or the refugees have submitted the information requested by [ArriveCAN](#) before the refugees board their flight and the refugees have a copy of the [ArriveCAN](#) receipt to present to the CBSA on arrival in Canada.
- ❑ If the information cannot be submitted via [ArriveCAN](#) before the refugees board their flight, the refugees understand that they will need to complete a paper form on arrival in Canada and they may be issued with a Notice of Non-Compliance by the CBSA.
- ❑ Sponsors have shared information with the refugees in their native language on the [requirements they must follow when entering Canada if they do not have any signs and symptoms of COVID-19](#) and the [requirements if they do have symptoms of COVID-19](#).
- ❑ Sponsors have shared information with the refugees on the potential [consequences of breaching the requirements](#) and the sponsors are able to answer or address any questions or concerns the refugees may have about the requirements or the quarantine arrangements the sponsors have made.
- ❑ Sponsors have arranged for transportation that enables the refugees to travel directly to their place of quarantine without stopping anywhere.

- The place where the refugees will quarantine for the remainder of the 14-day period is well stocked with [food, medication, cleaning supplies and any other basic essentials](#) for the entire period, taking into account any special dietary or medical needs the refugees may have.\*

This may include, but is not limited to:

- Soap for handwashing;
- Disinfectant cleaning supplies;
- Disinfectant wipes (if available);
- Laundry detergent;
- Dish soap;
- General household cleaning products and equipment (such as garbage bags, mops, brooms, dusters etc.);
- [Alcohol based hand sanitizers](#) (containing at least 60% alcohol);
- A thermometer;
- Non-medical masks or face coverings (if the refugees need to leave their place of quarantine in the event of an emergency);
- Fever reducing medications (i.e. acetaminophen or ibuprofen for adults and children);
- Toilet paper, facial tissues and kitchen towels;
- Diapers;
- Baby wipes;
- Baby formula;
- Feminine hygiene products;
- Fresh produce, eggs, dairy (or non-dairy substitutes), meat, fish or seafood (taking into account any dietary preferences and/or dietary restrictions);

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\* Note: Sponsors are advised to keep copies of receipts for any food, items and supplies they purchase in the event they are requested to [demonstrate that support was provided](#) to the refugees by IRCC's Resettlement Services Assurance Team (RSAT).

- Dried foods, such as pasta, rice, beans, chickpeas and grains;
- Canned foods such as soups, vegetables and beans;
- Any special dietary foods or ethno-cultural foods; and,
- Books, toys and ideas for indoor activities that can be done during the 14-day period.
- Sponsors have planned how they will drop off or deliver (with no contact) food, medication, cleaning supplies and other essentials at the place the refugees will be quarantining for the remainder of the 14-day period in the event they need additional food, items or supplies.
- Sponsors have planned how they will provide financial and settlement support remotely during the 14-day quarantine period, such as:
  - Contacting local banks to see if it is possible for the refugees to open a bank account online or over the phone so that the sponsors can provide financial support to the refugees remotely via bank transfers or e-transfers in order to minimize the need for in-person interaction;
  - Researching what settlement supports are being provided remotely and online by [settlement agencies and service providing organizations](#) in the community of settlement;
  - How to complete online applications (if available) for the [Canada Child Benefit](#), provincial healthcare coverage and the [Social Insurance Number](#) (if not issued on arrival at the POE);
  - Ensuring that the refugees have access to a computer/laptop or smartphone/tablet and an internet or data connection when they arrive at their place of quarantine so they can communicate with sponsors; and,
  - Identifying how sponsors will communicate with the refugees during their three night stay at the government-authorized hotel and during the remainder of their 14-day quarantine period (e.g. phone calls, video calls via Zoom, WhatsApp, Facebook, Viber, Skype, Google Hangouts or FaceTime) and have researched how they can use the [Google Translate website or app to assist them with communicating](#) via text and over the phone or via video calls in the absence of an interpreter.



## On Arrival

- ❑ Sponsors contact the newcomers during their three-night stay at the government-authorized hotel to ensure they have arrived safely, understand what to expect during their stay at the hotel and that they have reported their arrival at the hotel via [ArriveCAN](#) or by calling 1-833-641-0343 (toll-free).
- ❑ The newcomers report daily via [ArriveCAN](#) or by calling 1-833-641-0343 (toll-free) during the 14-day quarantine period (including during their three-night stay at the hotel).
- ❑ The newcomers are transported directly to the accommodation where they will quarantine for the remainder of the 14-day period after arriving at their final destination (or from the hotel if it is in the community of settlement) without stopping anywhere and the newcomers wear masks until they reach their accommodation.
- ❑ The newcomers are provided with information by the sponsors in their native language on [COVID-19](#), the [signs and symptoms of COVID-19](#) and how they can [help reduce the spread of COVID-19](#).
- ❑ Sponsors explain to the newcomers who in the sponsoring group they should contact if they exhibit any [signs or symptoms of COVID-19](#) during the 14-day quarantine period and [what procedure will be followed](#).
- ❑ The newcomers are provided with information in their native language on [the best way to wash their hands](#) to help reduce the spread of COVID-19.
- ❑ The newcomers are provided with information in their native language on the [importance of physical \(social\) distancing and how they can practice physical \(social\) distancing](#).
- ❑ The newcomers understand the [importance of physical \(social\) distancing](#), [how they can practice physical \(social\) distancing](#) and the [best way to wash their hands](#) to help reduce the spread of COVID-19.
- ❑ Sponsors are providing financial support to the newcomers remotely via bank transfers or e-transfers to avoid physical contact during the 14-day quarantine period and until physical (social) distancing practices are no longer in effect.
- ❑ Sponsors have provided a computer/laptop or smartphone/tablet to the newcomers (if they do not have one already) and have set up an internet or data connection so they can communicate with the sponsors;
- ❑ Sponsors and the newcomers have agreed how often they will meet and communicate via phone calls video calls via Zoom, WhatsApp, Facebook, Viber, Skype, Google Hangouts or FaceTime.

- Sponsors and the newcomers are meeting and communicating on a regular basis via phone calls or video calls and both the sponsors and newcomers can understand one another (with or without the assistance of an interpreter or Google Translate).
- The newcomers know who to contact in the sponsoring group to arrange for additional food, items or supplies to be dropped off or delivered (with no contact) during the 14-day quarantine period.
- The newcomers are connected with a [settlement agency or a service providing organization](#) in their community of settlement and are receiving services and support remotely from a settlement worker/counsellor.
- Sponsors are assisting the newcomers with completing online applications for the [Canada Child Benefit](#), provincial healthcare coverage and the [Social Insurance Number](#) (if not issued on arrival at the POE).
- Sponsors have provided the newcomers with a basic orientation over the phone or via video calls on the [Interim Federal Health Program \(IFHP\)](#) and its relationship with provincial healthcare coverage, their [rights and responsibilities](#), budgeting and [what to expect](#) when living in Canada.
- Sponsors are assisting the newcomers to understand how to access online shopping and, once the 14-day quarantine period has come to an end, curbside pick-up as needed.

## Resources on COVID-19

### General Resources and Information on COVID-19

- The Government of Canada's COVID-19 information and resource hub: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>
- The latest information on the emergency order and the travel restrictions: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>
- COVID-19 Self-Assessment Tool: <https://ca.thrive.health/covid19/en>

### Resources on the Entry Requirements

Further information in several languages about the entry requirements and how persons can isolate at if they have symptoms of COVID-19 or quarantine if they are asymptomatic can be found at the following links:

- Planning Entry to Canada during COVID-19: <https://travel.gc.ca/travel-covid#planning>
- Entering Canada by Air During COVID-19: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources/entering-canada-covid-19.html>
- ArriveCAN: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/arrivecan.html>
- The requirements for persons without symptoms of COVID-19 arriving in Canada: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/2019-novel-coronavirus-information-sheet.html>
- The requirements for persons with symptoms of COVID-19 arriving in Canada: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/travellers-with-symptoms-return-canada.html>
- How to quarantine at home for persons without symptoms of COVID-19: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/coronavirus-disease-covid-19-how-to-self-isolate-home-exposed-no-symptoms.html>

- How to isolate at home for persons that exhibit symptoms of COVID-19: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-how-to-isolate-at-home.html>

## COVID-19 Awareness and Prevention Resources

Multi-language resources produced by the Government of Canada on the signs and symptoms of COVID-19, how to prevent its spread, vulnerable persons and how to wear a mask or face covering can be found at the following links:

- About COVID-19: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/about-coronavirus-disease-covid-19.html>
- Help reduce the spread of COVID-19: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/help-reduce-spread-covid-19.html>
- The best way to wash your hands to reduce the spread of COVID-19: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/reduce-spread-covid-19-wash-your-hands.html>
- Physical (social) distancing and how to slow the spread of COVID-19: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/social-distancing.html>
- Vulnerable populations and COVID-19: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/vulnerable-populations-covid-19.html>
- How to safely use a non-medical mask or face covering: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-safely-use-non-medical-mask-face-covering.html>

## Guidance from IRCC

- For private sponsors regarding COVID-19 (available in English and French): <http://www.rstp.ca/en/refugee-sponsorship/latest-policy-program-update/guidance-from-ircc-for-private-sponsors-regarding-covid-19/>
- On the January 07, 2021 negative COVID-19 test requirement for air travellers and sponsored refugees: <http://www.rstp.ca/en/refugee-sponsorship/latest-policy-program-update/information-from-ircc-on-the-january-07-2021-negative-covid-19-test-requirement-for-air-travelers-and-sponsored-refugees/>

## Appendix – FAQs and Best Practices

The purpose of this section is to share FAQs and best practices collected from Q&A webinars conducted with the PHAC to assist sponsors with making suitable quarantine arrangements that comply with the requirements.

Sponsors are strongly advised to consult the Government of Canada [website](#) for the latest and most up-to-date information on the requirements.

### **Q.1. What should sponsors do when provincial guidelines contradict Federal guidelines?**

There may often be differences between provincial and Federal guidelines, as health jurisdiction is primarily with the provinces and some provinces will have different requirements in place compared to others. However, persons arriving in Canada are the subject of a Federal order and fall under Federal jurisdiction during the 14-day quarantine or isolation period. Therefore, they must follow the Federal requirements during this period.

### **Q.2. Will the CBSA and the PHAC officers at the airport have access to interpreters if the sponsored newcomers do not speak or understand English or French?**

Yes, CBSA officers do have access to interpreters on site and are available for use if someone does not speak English or French. In addition, some CBSA officers are multilingual.

If someone is referred to the PHAC officer on site, they will have access to telephone interpreters.

PHAC officers are only on site during certain hours. If someone arrives outside of operating hours, they will use a telephone service to speak to the PHAC officer and interpreters will be available.

### **Q.3. If the sponsors are meeting the sponsored newcomers at their final destination or at the hotel (if the hotel is in the community of settlement) to transport them to their place of quarantine, are there any best practices on how this can be done safely?**

Sponsors should limit the number of persons that meet the newcomers and anyone meeting the newcomers should keep a 2-metre distance from them. The newcomers are required to wear a non-medical mask or face covering while travelling to their place of quarantine. Sponsors should also wear a non-medical mask with at least 2 or 3 layers. Certain airports may not permit non-travellers to enter and may require a mask if they do. Sponsors should check the website of the airport at which they will be meeting the newcomers for up-to-date information.

Sponsors and newcomers are encouraged to wash their hands frequently with soap or warm water for at least 20 seconds or use an alcohol-based hand sanitizer that consists of at least 60% alcohol. They should also avoid touching their face.

When using hand sanitizer, it must dry completely for it to be effective as bacteria and viruses are killed during the drying process.

**Q.4. Does the sponsor or driver that transports the newcomers to their place of quarantine also need to quarantine for 14-days?**

No, as the mandatory quarantine and isolation requirements only apply to persons travelling to Canada from abroad.

Sponsors that meet the newcomers at the airport, the driver of the vehicle that transports the refugees to their place of quarantine and any persons that meet the refugees at their place of quarantine are not subject to the order as they did not travel to Canada from outside of the country.

**Q.5. Are there any best practices that should be followed when transporting the sponsored newcomers to their place of quarantine?**

Where possible, sponsors should use larger vehicles, such as buses, vans, minibuses or other vehicles that enable the driver to keep a 2-metre distance from the newcomers, to transport the newcomers to their place of quarantine.

If regular sized vehicles are used, efforts should be made to maximize the space between the driver and the newcomers as much as possible (i.e. have the newcomer sit in a rear seat that is furthest away from the driver, which in most situations would be diagonally across from them).

Ideally, a vehicle with plexiglass between the driver and the newcomers would be used to transport the refugees to their place of quarantine.

The newcomers are required to wear a non-medical mask or face covering while travelling to their place of quarantine. The driver should also wear a non-medical mask with at least 2 or 3 layers. The windows on the vehicle can be kept open to promote ventilation and hand sanitizer (that consists of at least 60% alcohol) should be used by everyone before they enter and leave the vehicle.

The overall goal is to limit the interaction between the driver and the passengers, so no droplets and particles are dispersed in the air.

These measures and protocols should be used regardless of how long the journey is to ensure everyone in the vehicle is protected.

On long journeys from the airport to the place of quarantine, bathroom breaks are permitted but the newcomers should wipe down everything they touch with a disinfectant after use. Drive-throughs should be used if there is a need to pick up food during the journey. The overall goal is to minimize and limit contact and interaction with non-travellers as much as possible.

**Q.6. Can the sponsored newcomers quarantine in shared accommodation (e.g. with relatives or sponsors) if there is a separate room or living space available? If yes, how should shared spaces be used to ensure the safety of everyone living there?**

Yes, they can, but only if there is a separate bedroom or living space available, and if the newcomers only leave the room to go to the bathroom or kitchen. They should maintain a 2-metre distance and wear a non-medical mask if the distance cannot be maintained.

Ideally, they would also have their own bathroom for use during the 14-day quarantine period. Shared bathrooms can be used, but they will have to wipe/clean all of the commonly touched areas after every use (e.g. door knob, toilet, faucet in the sink and the bath/shower, mirror, towel rack etc.). They must also have their own towels and must not leave their towels in the bathroom.

If meals cannot be transported to the refugees and they must use the kitchen, they can only use it when there is no one else there. They must wipe everything down after each use and clean their dishes and cooking equipment and go back to their room after they have prepared their food.

Best practice in this scenario would be to have separate utensils and equipment for the persons quarantining as nothing should be shared between persons quarantining and other persons living at the shared accommodation.

**Q.7. Can sponsored newcomers that travel to Canada together quarantine in the same accommodation, even though a member of the newcomer family is over the age of 65 or has underlying medical conditions?**

Yes, provided the newcomers were living together before arrival and travelled to Canada together.

However, if the place of quarantine is a shared accommodation and there is someone that is over the age of 65 or has an underlying medical condition that also lives there, the PHAC will need to seek the consent of that vulnerable person before allowing the newcomers to stay there for the 14-day quarantine period.

**Q.8. Can the sponsored newcomers use shared outdoor spaces during their 14-day quarantine or isolation period?**

Persons without symptoms of COVID-19 (i.e. they are asymptomatic) that are quarantining can only use private outdoor spaces (such as a balcony or a yard) and should not use any shared spaces.

Persons with symptoms of COVID-19 should not use any shared spaces.

**Q.9. When dropping off food and other supplies to the newcomers during their 14-day quarantine or isolation period, are there any best practices that should be followed?**

Sponsors should wear masks and gloves, maintain a 2-metre distance, wash their hands frequently and avoid touching their face.

Best practice is to leave the food/supplies outside the room or the front door, knock on the door or let them know the items are there and leave before they open the door. The goal is to avoid in-person interaction between the sponsors and newcomers as much as possible.

**Q.10. Are there any best practices to follow if the sponsored newcomers need to do laundry during the quarantine period?**

Best practice is let the newcomers do laundry themselves if they have access to a washing machine. If the place of quarantine is a shared living space, they must disinfect everything they touched after using it.

If the newcomers cannot do laundry themselves, someone with mask and gloves can pick up the laundry that is in a clean garbage bag and left outside the door. Use hot water (60 to 90 degrees Celsius) and soap to clean the clothes in a machine, use a new clean garbage bag to put the laundry in once it is done and leave it outside the door of their place of quarantine.

**Q.11. If a sponsored newcomer needs medical assistance during the quarantine period, can a family member they are quarantining with go to the hospital with them?**

Yes, but only if the newcomer that needs medical assistance requires support when going to/at the hospital (e.g. if a child needs to go to the hospital).

**Q.12. If a sponsored newcomer shows symptoms of COVID-19 during the 14-day quarantine period, and they are quarantining with family members that travelled to Canada with them, does the newcomer need to isolate themselves from the rest of the family or does the whole family need to isolate?**

Anybody who has contact with the symptomatic newcomer will have to isolate for 14-days.

**Q.13. Will sponsors be held responsible and face consequences if a sponsored newcomer does not follow the quarantine requirements?**

It depends on the situation. For example, if the sponsor has made all the arrangements and they are suitable, then there will most likely be no consequences for the sponsor and the responsibility is on the newcomer.

But if the sponsors gave the impression to PHAC that they have made suitable arrangements for quarantine, and when PHAC does an investigation they find out it was not suitable, then the sponsors may be held liable.

As a best practice, all parties to the sponsorship should always inspect the place of quarantine before the refugees arrive to ensure it is suitable.



**Q.14. If sponsored refugees are not able to submit their information via ArriveCAN before they board their flight, what alternatives are there?**

Sponsors can submit the information via ArriveCAN on behalf of the refugees before they board their flight.

If sponsors are submitting information on behalf of the refugees, they would need to create a profile for the refugees in ArriveCAN (up to eight travellers can be assigned to one ArriveCAN profile; if there are more than eight persons travelling, additional profiles will need to be created).

They must also send a copy of the ArriveCAN receipt to the refugees so they can present it to the CBSA on arrival in Canada.

If the refugees cannot use ArriveCAN before boarding their flight, and sponsors cannot submit the information on their behalf, the refugees will need to complete a paper form on arrival.

The CBSA may also issue a Notice of Non-Compliance to the refugees for not submitting the information via ArriveCAN before boarding.

The Notice of Non-Compliance is available in several languages.

**Q.15. Will there be any consequences for the refugees if they do not submit their information via ArriveCAN before boarding?**

Air travellers that do not submit their information via ArriveCAN before boarding will not be denied boarding; they will be permitted to board and will need to complete the paper form on arrival in Canada.

If a Notice of Non-Compliance is issued by the CBSA, the individual circumstances of the traveller will be considered. Whilst PHAC and the CBSA understand that most air travellers will have access to the internet and a compatible device pre-arrival, they also appreciate that the reality is different for sponsored refugees and for some other travellers.

The issuance of a Notice of Non-Compliance does not mean that a fine will be imposed automatically; a fine will be issued if air travellers repeatedly enter Canada by air without submitting their information via ArriveCAN before boarding.

**Q.16. When using ArriveCAN, which option do sponsored refugees select in response to the “What is the purpose of your travel” question?**

Sponsored refugees should select the “none of the above” option as none of the available options apply to them.

**Q.17. Can ArriveCAN still be used if the sponsors or the refugees do not have all the information that is requested?**

It is important to ensure all the information requested by ArriveCAN is submitted and nothing is missing or incorrect otherwise it will be flagged, and the traveller will be required to see a PHAC officer on arrival to fill in the missing information or make corrections.

The flag will also remain in effect for the entire duration of the 14-day quarantine period.

**Q.18. What should sponsors do if they are not able to contact the refugees and send them a copy of the ArriveCAN receipt before they arrive in Canada?**

If the refugees are not able to present the ArriveCAN receipt to the CBSA officer on arrival, they will be asked to complete the paper form.

**Q.19. If the details of the quarantine plan are submitted in advance via ArriveCAN, do the refugees still need to present or explain the plan to the CBSA officer on arrival in Canada?**

If the information was submitted via ArriveCAN, then the only questions asked by the Primary Inspection Kiosk (i.e. the black machine that reads passports and travel documents before seeing a CBSA officer) will be on the traveller's COVID-19 symptom status.

When the traveller sees a CBSA officer, they will not ask any questions about their quarantine plan unless there was a flag or something wrong with the plan (such as the address not existing; there being a vulnerable person at the place of quarantine; the place of quarantine being a group living environment; or, no access to food/basic necessities of life in the place of quarantine).

This may be subject to change in the future.

**Q.20. Post-arrival, will sponsored refugees receive a check-in phone call during their quarantine period or is the onus on the refugees to do the daily reporting via ArriveCAN or the toll-free number?**

Travellers who submitted their information via ArriveCAN before boarding their flight will receive a push notification on their phone from the app.

If the travellers did not use ArriveCAN before boarding their flight and completed the paper form on arrival in Canada, the onus is on them to report via the toll-free number (1-833-641-0343).

If the daily reporting is not completed, PHAC will follow up via a robocall to remind the traveller of their reporting obligations.

**Q.21. If sponsored refugees use the toll-free number to do their daily reporting, will there be translators available if the refugees do not speak and understand English or French? If so, how do the refugees request a translator?**

When the toll-free number is called, it is machine based and the caller would enter the date they arrived in Canada, their date of birth and phone number. It is currently only available in English and French; translators cannot be requested.

If the refugees do not speak or understand English or French, someone can call on their behalf. However, the person calling on behalf of the refugees should speak to the refugees each day to ensure the information provided is correct and accurate, particularly in relation to their COVID-19 symptom self-assessment.

**Q.22. What happens if a sponsored refugee forgets to do their daily reporting whilst in quarantine or are not able to do so because of language barriers?**

If the refugees miss a daily report (for whatever reason), they should report as soon as they remember. If multiple daily reports are missed, the PHAC will follow up with a telephone call (automated or by a PHAC official) to see what happened and why they are not reporting daily. A warning may also be issued depending on the circumstances.

**Q.23. If the refugees have to move to different accommodation during their quarantine period, do they have to inform the PHAC or the CBSA of the address change, and if yes, how?**

Travellers should not change their place of quarantine unless it is an emergency (e.g. the place of quarantine gets flooded, there is a fire, no electricity or something that forces a change).

The place of quarantine should not be changed in any other circumstances as the goal is to minimize how much contact the traveller has with others during the quarantine period.

The PHAC must be informed of the change via email ([phac.quarantine.covid19.quarantaine.aspc@canada.ca](mailto:phac.quarantine.covid19.quarantaine.aspc@canada.ca)).

The PHAC must always approve changes of address during the quarantine period. However, they understand that in some emergencies it may not be possible to inform them of the address change and wait for an approval and in such situations they should be informed as soon as possible after the incident.