

Residence Agreement & Expectations: International Quarantine Stay Students

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. 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.

All Quarantine Guests **must remain in their rooms** until their quarantine period is officially complete

Building movement and access card usage are being actively monitored by University staff. Violations of quarantine may result in suspension or expulsion from McMaster University. Violations may also be reported to Hamilton Police Services and Public Health and may be subject to charges under the Federal Quarantine Act.

Please note: Effective January 7, 2021, the Government of Canada is requiring all incoming air travelers to Canada to provide a negative COVID-19 test within 72 hours of their flight departure. For more information please visit: <https://tc.canada.ca/en/initiatives/covid-19-measures-updates-guidance-issued-transport-canada>

The terms quarantine and isolate are used throughout this document. They are defined as follows:

Quarantine – Quarantine for 14 days if you have **no symptoms** and any of the following apply:

- You are returning from travel outside Canada (mandatory quarantine)
- You had close contact with someone who has or is suspected to have COVID-19
- You have been told by the public health authority that you may have been exposed and need to quarantine

Isolate – You must isolate if **any** of the following apply:

- You have been diagnosed with COVID-19, or are waiting to hear the results of the lab test for COVID-19
- You have symptoms of COVID-19, even if mild
- You have been in contact with a suspected, probable, or confirmed case of COVID-19
- You have been told by public health that you may have been exposed to COVID-19
- You have returned from travel outside Canada with symptoms of COVID-19 (mandatory)

Policies and Procedures

Monitor for Symptoms

The student will report to McMaster Housing & Conference Services, at hcs-help@mcmaster.ca immediately if they develop symptoms or suspect they may have contracted COVID-19. 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.

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.

Emergency Contact

Where behaviour, personal security or health issues are of serious concern, McMaster Housing and Conference Services reserves the right to notify the “emergency contact” name listed on the student’s residence application. In these circumstances and when the student is under 18 years of age, the parent or guardian will be notified rather than the “emergency contact.”

Damages/Charges

All rooms are inspected prior to the student’s arrival for damage and the completed room inspection information is kept electronically on file. Students must report missing items or items in need of repair immediately via their check-ins with McMaster Housing & Conference Services. Students are financially responsible for any damage or losses to their room and/or its contents. Students will be charged for losses, damage, cleaning and/or repairs required during or at the end of their stay.

Pets

The Public Health Agency of Canada currently recommends postponing importing animals and students are typically prohibited from having pets or animals of any kind in residence buildings. A short-term exception can be granted to University policy for up to two pets for international students completing their quarantine period in residence. Students wishing to bring a pet(s) with them will need to provide additional details during the application process.

Special permission for approved service animals will be granted by Housing and Conference Services staff as defined by [McMaster University policy](#).

For any approved animals, students will assume personal and financial responsibility for any damages caused by the animal. This includes, but is not limited to, extra cleaning for animal waste, replacement of damaged furniture, pest control costs, etc.

Ending Quarantine

All students and (if applicable), their co-arriving family need to receive a negative COVID-19 self test (provided through initial hotel stay) prior to completing their quarantine. Students should receive the results of the COVID -19 test prior to the 14th day of quarantine and submit proof of negative test to HCS via HCShelp@mcmaster.ca. If the student has family members completing quarantine with them, they will also be required to provide proof of their negative tests. The student will receive clearance from quarantine once they have received the negative result and has completed a full 14 days of quarantine.

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 HCS to qualify for Quarantine Clearance.
 - b. If the student becomes symptomatic prior to receiving their Quarantine Clearance the student shall complete the COVID-19 Reporting Tool in Mosaic and notify McMaster Housing & Conference Services, at 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 clearance.

Residence Move Out

Students are required to remove all of their belongings; property left in or around residence longer than 48 hours after the student has vacated is considered to be abandoned and will be removed at a minimum cost of \$25 to the student. McMaster Housing and Conference Services does not accept responsibility for the storage or safekeeping of any property abandoned in residence.

Students are required to vacate their residence room and return all residence keys/access cards within three hours of receiving a Health Clearance from the McMaster Student Wellness Centre. Students who lose or do not return their residence keys/access cards at the end of their residence stay will be charged \$160 for the required lock changes and \$25 for each replacement key/access card.

Important Contacts

McMaster University Main Line: 905- 525-9140

McMaster Security Services: extension 24281 or 905-522-4135

Need Support for Non-Urgent Request: housing@mcmaster.ca

Student Wellness Centre: extension 27700 or swc@mcmaster.ca

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

Hamilton Public Health: 905-974-9848

Good 2 Talk: 1-866-925-5454

Expectations Information

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 McMaster Housing & Conference Services' Service Centre in the Commons Building Monday to Friday 24 hours a day. HCS will then arrange delivery to you (once daily).
3. You are required to download the Canada COVID App, Arrive Can App, COVID Alert Mobile App and McMaster Safety App prior to meeting Airways Transit (the private transportation company that will be bringing you to campus).
 - a) The CanadaCOVID 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.
4. Please see "Important Contacts" or go to <https://www.hamilton.ca/public-health> for additional resources.
5. Please come prepared with a mask. Hamilton and McMaster require the use of facial coverings or masks that cover the mouth and nose. Government fines may apply for failing to wear a face mask/covering in indoor or public spaces.
6. You are required to submit the negative covid test result to McMaster prior to departing from your Hotel to campus
7. Between your trip from the Hotel to McMaster's campus, please be sure to limit touch points, wear a mask, maintain physical distancing, and use hand sanitizer.

Once You Arrive on Campus

1. Maintain 2 meters (6 feet) distance from anyone you encounter on the McMaster campus.
2. **STAY INSIDE YOUR ASSIGNED RESIDENCE UNIT.** Do not go anywhere else on the McMaster campus. This is very important not only for your own safety but also for the safety of others.
3. Remember to connect to Wi-Fi and send an email to reserve@mcmaster.ca confirming of your safe arrival.
4. Do not have visitors in your residence unit.
5. Throw used tissues in the garbage and wash your hands after use.
6. You will be supplied masks. While you are required to stay in your residence unit, you will be required to wear a mask whenever you may come in contact with another individual. Violations of this expectation will be investigated by the University. Examples below:
 - a. If in quarantine, when McMaster personnel knock on your door requiring to speak with you, you may open the door while masked and speak to them from a distance. If in isolation (confirmed COVID-19 case), please speak to McMaster personnel through the closed door.
 - b. If you need to evacuate your residence unit in case of emergency (e.g. Fire) you are required to wear a mask while evacuating and while waiting to re-enter the building.
 - c. When retrieving deliveries (ie. meals or parcels), you must put on a mask prior to opening your door. Please wait one minute after the knock before retrieving the delivery.
7. CHECK YOUR EMAIL frequently (daily) for information and updates. Communication will be sent to your McMaster email address.
8. Residence keys/access cards cannot be transferred, loaned, or duplicated. Any of these actions may result in a fine of at least \$150 and/or additional sanctions.

Monitor Your Health During Your Stay

1. 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, contact hcs-help@mcmaster.ca immediately and complete the COVID-19 reporting tool in Mosaic.
2. If you feel you need emergency medical attention, call McMaster Security Services at 905- 522-4135 and or download the McMaster Safety App
3. The SWC or McMaster 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 residence unit to confirm your status.

Meal Delivery and Ordering

1. Your meals will be delivered outside your residence unit from McMaster Hospitality Services.
2. Delivery times are as follows:
 - a. Breakfast: 8am – 10 am
 - b. Lunch: 12 pm – 2 pm
 - c. Dinner: 5:30 pm – 7:30 pm
3. If you have any questions or need to reach McMaster Hospitality Services at any time, please call 905-525-9140 ext. 24422 or 27722.
4. McMaster is currently unable to provide the customization of menus except for allergies.

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 (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. A McMaster custodial team will collect trash daily. You must place your garbage outside your door by 11 a.m. in the bags provided (this includes all paper and boxes).
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 McMaster Service Centre at housing@mcmaster.ca.

At the End of your 14 Days of Quarantine

1. After you have met quarantine requirements and the 14 day quarantine period has ended, you will receive an email from HCSHelp@mcmaster.ca with the official date/time of your quarantine completion. A Clearance Badge will be delivered to your room, which will indicate to McMaster staff that you have been cleared to leave your residence unit. Please wear this badge anytime you are outside your residence unit.

2. Remember that it is mandatory to wear a mask or face covering in all public spaces, including residence buildings while on campus.
3. Upon check-out please alert HCS of your departure at housing@mcmaster.ca and simply drop your keys in the drop box located in the Les Prince Hall lobby on your way out.
4. Please perform the following duties to prepare yourself and your residence 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 – additional clear and garbage bags are in your residence unit should you need them for this purpose.
 - d) Turn off all lights in your residence unit.
 - e) Exit your residence unit and ensure the door is closed and locked behind you.
 - f) Please email McMaster Housing and Conference Services to inform us you have vacated your residence unit via email at housing@mcmaster.ca.
 - g) Please note, we encourage you to wipe down and/or launder ALL personal belongings once you arrive at your next place of accommodation.

Check your email account regularly for detailed information from McMaster's Housing and Conference Services (via email from housing@mcmaster.ca, hcs-help@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. Any violations of the Quarantine Act will be escalated to Campus Security and appropriate local authorities/agents responsible for the enforcement of the Federal Quarantine Act.