

**Q: Can I self-isolate in the CDM Apartments?**

A: Yes, if you've applied for an apartment and you are travelling to Vancouver from outside of Canada, you can self-isolate in your suite. If you don't plan on living on campus, but would like a separate space to self-isolate, we may have a limited number of suites available for self-isolation. Please contact [Kim Schuss](#) for inquiries.

**Q: How long do I need to self-isolate for?**

A: For anyone arriving from outside of Canada, you must [self-isolate for 14 days](#).

**Q: Can I leave my apartment during self-isolation?**

A: Under [Canada's Quarantine Act](#), it is mandatory that each person who enters Canada from another country, must [isolate for 14 days](#). This means not leaving your apartment under any circumstances, unless for medical reasons.

**Q: During my self-isolation, how do I receive deliveries, such as groceries, food deliveries and packages?**

A: We have two Resident Assistants, and our [24-hour Campus Security](#) who can assist with bringing deliveries you've placed, to your door. It is important to connect with the RA's and campus security in advance so that they are aware of incoming deliveries.

**Q: During my self-isolation, how can I take out my garbage and/or recycling?**

A: As with the deliveries, the CDM Apartment Resident Assistant's and [Campus Security](#) can make arrangements to safely pick up your garbage/recycling. Please make arrangements in advance, and leave items outside your apartment door.

**Q: Can I do my laundry during self-isolation?**

A: During the self-isolation period, you will not be able to use the laundry facilities. Please plan ahead for this, and make sure you have enough clothing, towels, linens, etc. for the [14-day self-isolation period](#).

**Q: Do I need to self-isolate if I'm travelling from another province?**

A: People required to self-isolate are only those who are travelling from outside of Canada. Please be aware, if you are exhibiting [symptoms](#), even if you have not travelled outside of Canada, you will need to self-isolate.

**Q: Do I need to wear a mask?**

A: With the exception of when you are inside your apartment, all students, staff and other personnel must wear a mask and/or face covering when inside common areas. These spaces include hallways, the laundry room, the elevator, etc.

**Q: What amenities are still available right now?**

A: Due to COVID-19, we have had to limit access to certain amenities. The fitness room is currently closed until further notice. The laundry room and bike room are still open for use.

**Q: What happens if I have arrived from outside of Canada and I don't self-isolate?**

A: If you are seen leaving your apartment during the time you are supposed to be self-isolating, [Campus Security](#) will alert [Property Management](#). You will be notified of a warning from Property Management, and if you decide to leave your apartment again during self-isolation, Property Management may inform the public health authority and you could face [serious penalties](#).

**Q: Can I still live on campus with my partner?**

A: Yes, if you are planning on moving into one of the apartments with a partner, you can apply for a double occupancy suite. Please keep in mind, if you and/or your partner are travelling to Vancouver from outside of Canada, you both will need to [self-isolate for 14 days](#).

**Q: I applied for an apartment and paid my security deposit, but due to travel restrictions in my country, I can no longer travel to Canada and I need to cancel my lease. Can I get a refund?**

A: Yes, if you are unable to travel due to COVID-19 related travel restrictions, you can retain your security deposit.

**Q: I've tested positive for COVID-19. What should I do?**

A: If you've tested positive for COVID-19, you need to isolate immediately. BC's [public health authority](#) will monitor and check in with you regularly after a positive COVID-19 test result. You will need to alert [Campus Security](#) and [Property Management](#) as soon as possible.

**Q: Can I have visitors over to my apartment?**

A: Unless you are living with a partner, you should not have anyone visit your apartment.

**Q: I live on campus but I have to travel outside of Canada. Do I need to self-isolate again?**

A: Yes, if you travel outside of Canada, upon your return, you will need to self-isolate for 14 days. If you can, please avoid all non-essential travel, even within Canada. Please note, the [new travel restrictions](#) in place for those travelling internationally into Canada.

**Q: I saw a resident not wearing a mask while in the common areas. What should I do?**

A: If you start noticing people not wearing masks, you can let Campus Security or Property Management know. It is important that everyone follow the protocols and work together in keeping each other safe.

**Q: I need to pick up a package from the CDM Reception, but forgot to bring a mask. Can I still enter?**

**A:** Wearing a [mask within all indoor common areas is mandatory](#). If you do not have a mask, the CDM reception staff will be happy to provide you with one before you enter.