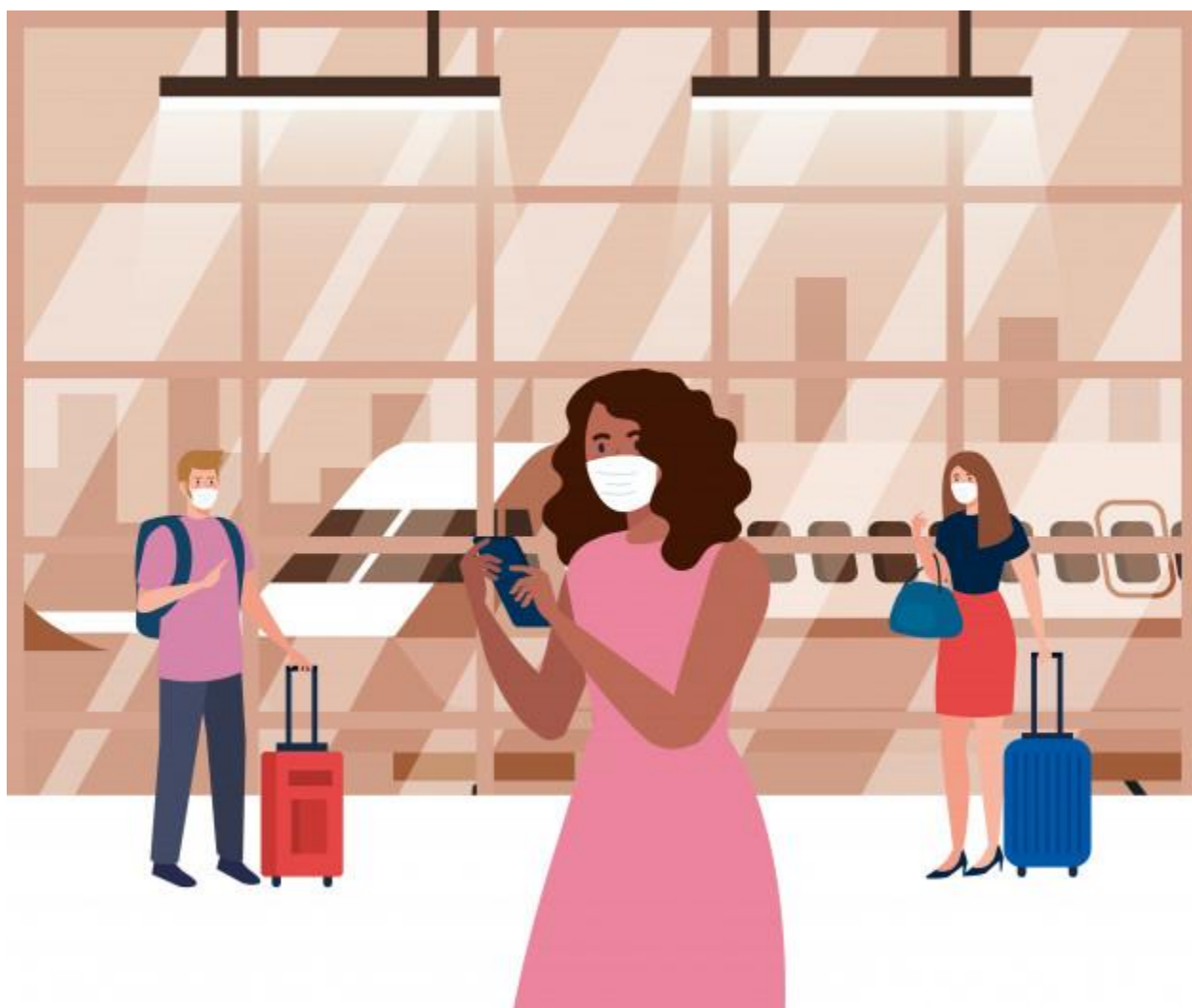




International Student Travel & Arrival Guide 2020-21



Introduction

The current COVID-19 pandemic as well as travel restrictions and quarantine requirements have resulted in new pre-departure, travel and arrival protocols for international students (new and returning) destined for Canada.

These procedures outline expectations and requirements to:

- Alleviate any fear and concerns of students and their parents, host families, schools and communities
- Support the safe travel/transit, health/well-being of international students
- Ensure students and host families manage this period safely and smoothly

Our top priority is the health and safety of our students, host families, schools and school communities. We are obligated to follow the regulations and recommendations of the Canada and provincial governments, and the local public health authority.

Please take some time to review the information in this package. By not following this protocol, students may be denied entry into the country, or may be dismissed from the Program with no refund. Government authorities may also fine students for non-compliance in certain situations.

Pre-Departure:

Communication and Relationship Building

All students must have a cell phone and a laptop when coming or returning to Canada for the 2020-2021 school year. SIM cards for your cell phone can be purchased in Canada or alternatively there is a possibility of receiving your Canadian SIM card for free in your home country prior to departing for Canada. There is a phone company called PhoneBox that can arrange for that to happen. Here is a link to their website:

<https://try.gophonebox.com/newarrivals/>

We strongly recommend getting your SIM card and setting up a cell phone plan with PhoneBox, but of course the decision is yours if you prefer to set up a cell phone plan with the provider of your choice after arriving in Canada.

- Have several Zoom, Skype or Facetime meetings to get to know your host family
- Share how you have been living during the COVID-19 experience and the precautions being taken
- Exchange emails and cell phone numbers and program into phones
- Confirm arrival plans
- Build relationships and trust between the families



Contact Areas

- Avoid contact with persons or areas known for transmission for COVID-19 for at least two weeks

Medical Check / Testing

- Students need to get a letter from a doctor within 72 hours of departure that they are healthy and symptom free. If possible, a COVID-19 test should be completed. Please bring with you the medical clearance (and test results if done).



Packing

In addition to regular packing requirements you may wish to bring the following for your own personal use.

- 60 disposable face masks OR 30 disposable and 1 cloth face mask
- One large bottle of quality hand sanitizer
- Box of Nitrile gloves
- Thermometer



Please give at least 15 disposable masks and the box of gloves to your homestay upon arrival in your host family house. They will be held for you for future use.

Students should also, in their carry-on luggage have at least 2 masks, a travel sized bottle of hand-sanitizer (100 milliliters or less) and some disinfecting wipes.

Please also make sure you have the following documents available when you arrive in your carry-on luggage

- Passport
- Study permit or permit confirmation document (if you have one)
- Custodianship documents
- Letter of Acceptance
- Homestay profile and contact information
- Contact emergency information sheet for our staff
- Contact information for your homestay family
- Copy of this document, signed by yourself and your parents
- Change of clothes

Completing Arrival Plans

- Download and complete the ArriveCAN App (available for iPhone and Android).
 - o **You MUST complete this APP before departing**
 - o When you arrive at immigration in Canada, you must present your ArriveCAN receipt
 - o Failure to do this may result in a fine
- Please have hard copies of these documents as well as you may be asked questions about them when you arrive.



ArriveCAN Mobile App Guide:

A step-by-step guide. Please enter your own information when filling it out on your phone 1-3 days before departure.

1. Choose "Entry by Air".

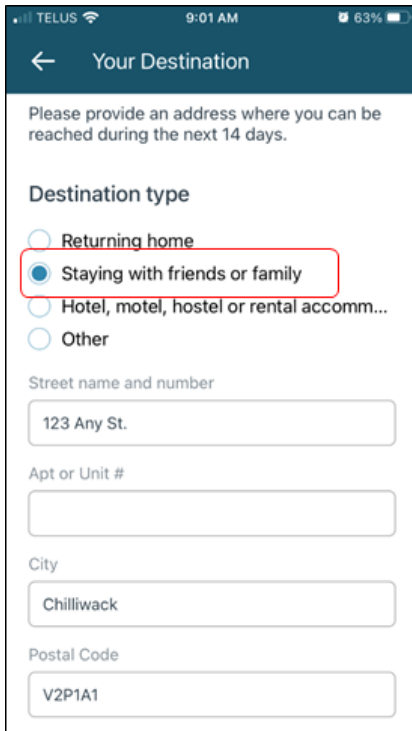
2. Select "NO".

3. Select "Study (international student)".

4. Enter your flight information.

5. Enter your information.

6. Once you have received confirmation that you have successfully registered, press ➔



← Your Destination

Please provide an address where you can be reached during the next 14 days.

Destination type

☐ Returning home

☒ Staying with friends or family

☐ Hotel, motel, hostel or rental accomm...

☐ Other

Street name and number

123 Any St.

Apt or Unit #

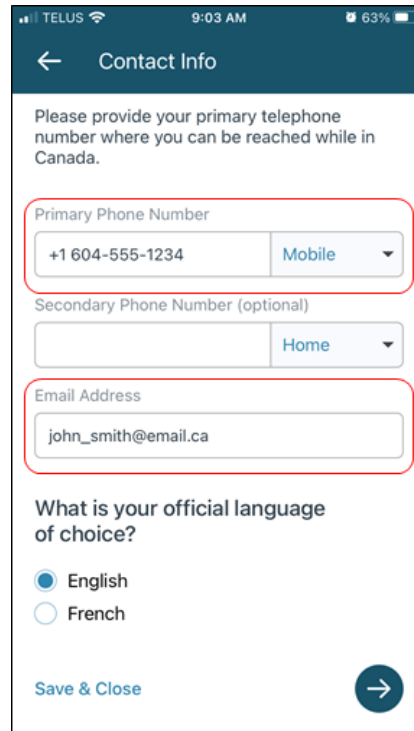
City

Chilliwack

Postal Code

V2P1A1

7. Select "Staying with friends or family". Add homestay address.



← Contact Info

Please provide your primary telephone number where you can be reached while in Canada.

Primary Phone Number

+1 604-555-1234 Mobile

Secondary Phone Number (optional)

Home

Email Address

john_smith@email.ca

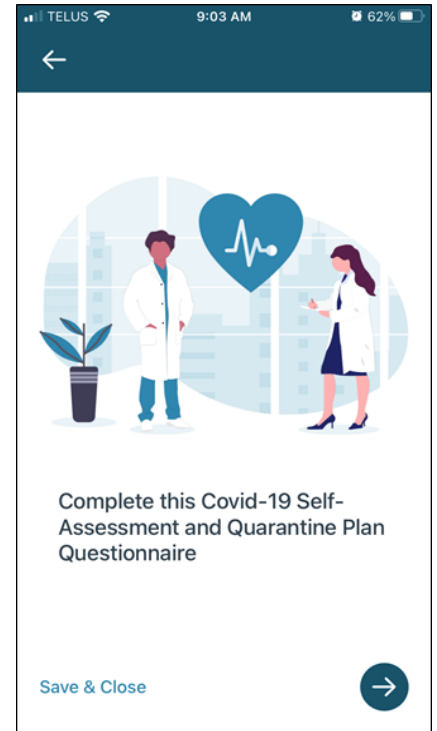
What is your official language of choice?

☒ English

☐ French

Save & Close →

8. Enter the phone number of your homestay. Please enter your personal email address.

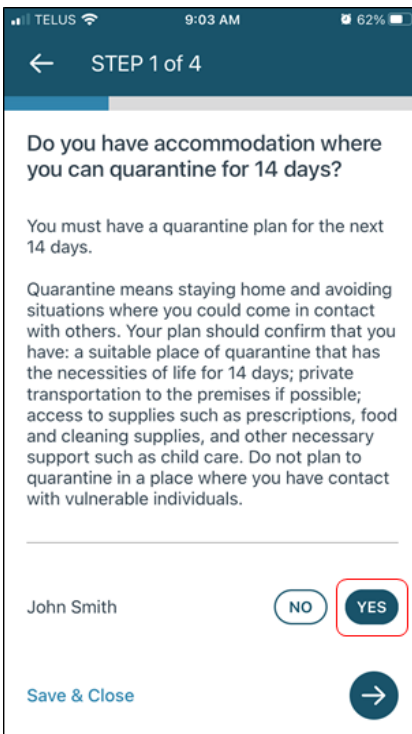


←

Complete this Covid-19 Self-Assessment and Quarantine Plan Questionnaire

Save & Close →

9. Press →



← STEP 1 of 4

Do you have accommodation where you can quarantine for 14 days?

You must have a quarantine plan for the next 14 days.

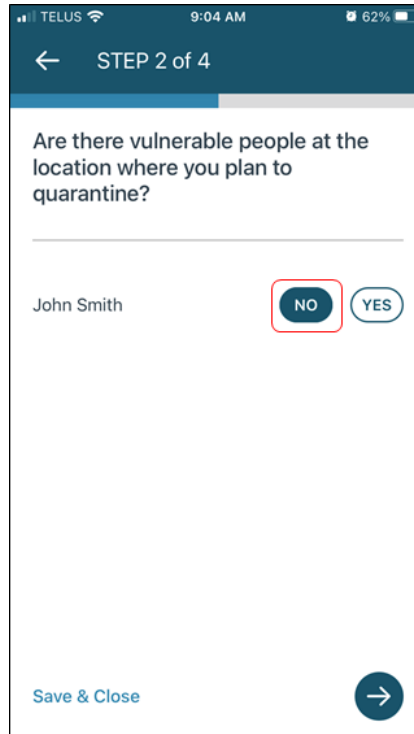
Quarantine means staying home and avoiding situations where you could come in contact with others. Your plan should confirm that you have: a suitable place of quarantine that has the necessities of life for 14 days; private transportation to the premises if possible; access to supplies such as prescriptions, food and cleaning supplies, and other necessary support such as child care. Do not plan to quarantine in a place where you have contact with vulnerable individuals.

John Smith

NO YES

Save & Close →

10. Select "YES".



← STEP 2 of 4

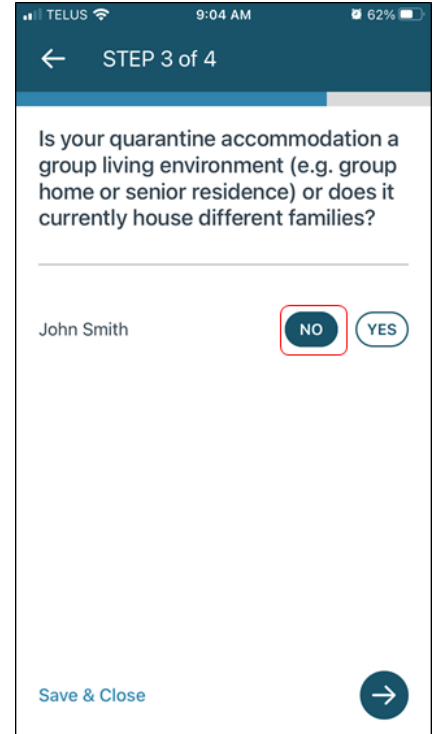
Are there vulnerable people at the location where you plan to quarantine?

John Smith

NO YES

Save & Close →

11. Select "NO".



← STEP 3 of 4

Is your quarantine accommodation a group living environment (e.g. group home or senior residence) or does it currently house different families?

John Smith

NO YES

Save & Close →

12. Select "NO".

13. Select "YES".

14. Select "NO" if this is correct.
If "YES", please do not travel.

15. Press "SUBMIT" to complete the ArriveCAN process. Be ready to present your **ArriveCAN receipt** upon arrival.

IMPORTANT - PLEASE READ CAREFULLY

As of November 21, 2020, if you're flying to Canada as your final destination, you must use ArriveCAN to submit your:

- travel and contact information
- quarantine plan
- COVID-19 symptom self-assessments

You **MUST**:

- submit your information before you board your flight to Canada
- be ready to show your ArriveCAN receipt when seeking entry into Canada
 - a Border Services officer will verify that you have submitted your information digitally

If you don't submit your information through ArriveCAN, you may:

- face additional delays at the border for public health questioning
- be subject to enforcement action, which can range from verbal warnings to \$1,000 fines

Airport / Flight: Best Practices

Wear a Mask

- Wear a mask in the airport at all times.

Wash hands frequently and avoid touching your face

Practice Social Distancing

- Be aware of your surroundings
- Avoid busy areas of the airport
- Avoid unnecessary movement within the airport – go to your gate and stay in one place

Use hand sanitizer when necessary

- If you are unable to wash your hands regularly at the airport or during your flight, please use hand-sanitizer, especially if you touch anything on the plane and before you eat

Sanitize your personal space and high touch areas

- Before sitting down on the airplane, wipe down your seat area, including armrests, seatbelt buckle, eating tray, touch screens and remote controls, etc. with a good quality disinfecting wipe.

Minimize trips to the washroom (Flush the toilet with the seat cover down)

- Of course, use the washroom as needed, but avoid moving around the plane if not necessary. When using the washroom make sure to flush the toilet with the seat down and wash your hands thoroughly afterwards. Avoid opening the door with your bare hand after washing your hands.

Touch as few surfaces as possible

- Keep your hands to yourself
- Avoid touching surfaces unnecessarily in the airport. When that is unavoidable (checking in, going through security, etc.) thoroughly wash your hands thoroughly immediately after.

Keep your cell phone charged VERY IMPORTANT

- You will need your cell phone to contact your homestay family member who is picking you up when you arrive. Please make sure that it is charged throughout the flight.
- If you are using your phone throughout the flight to watch movies or play games, please wipe it down with a disinfecting wipe frequently.

Bring some food / snacks with you as the restaurants or stores may not be open and flights may not be serving food.

- Make sure it is food that you will be allowed to take on the flight.
- Be sure to confirm current food practices with your airline.

Bring a refillable water bottle with you.

If you need help at the airport go to the service desk or look for volunteers who can help you.

TOGETHER WE FIGHT COVID-19



Arrival at Vancouver Airport

Upon arrival in Canada the student should proceed through the airport while maintaining physical distancing (2m away from other people).

The student must have the documents outlined under '*Packing*' ready to provide to Canada Border Services.

- Have any confirmation numbers readily available
- Know the name(s) and address of your host family (bring your homestay profile)
- Bring any documents provided to you by the school district (including this document)
- Know the name of the person who is picking you up

The student should be prepared to undergo a screening by a border services or quarantine officer to assess travelers for symptoms.

Text the host family person who is picking you up

- Once you have left the plane, immediately text your homestay family member to let them know you have arrived and that you are off the plane
- Text your homestay family member again when you have picked up your luggage

Wear a fresh mask and gloves

- You should be wearing a mask throughout your flight
- When you arrive, please dispose of that mask, thoroughly wash your hands and put on a new mask.
- Avoid touching surfaces in the airport, and when you do, immediately wash your hands
- You will keep your mask on until you arrive in your homestay

Proceed through immigration and baggage pick up while maintaining physical distancing

- Don't rush. Take your time and keep plenty of space between you and others.
- If you are a new student who has a study permit approval letter **PLEASE MAKE SURE YOU PICK UP YOUR STUDY PERMIT BEFORE GETTING YOUR LUGGAGE.** If you are unsure what to do, ask!



Exit the baggage area and cross the street towards the parking area

- Text your homestay family member who is picking you up while you are waiting for your luggage at the carousel.
- Given that current COVID-19 protocol and practice does not allow for non-fliers to enter the airport, your homestay family member will be standing outside the entrance to the Parkade (see pictures below).
- If you are arriving on an international flight, exit through the main doors in the arrival hall and walk across the cross walk. Your homestay family member will be waiting in that area.
- If you are arriving on a domestic flight, proceed DOWN the escalator and then out the sliding doors. Cross the street and your host family will wait there.
- If you cannot find your homestay family member, phone or text him/her. If you cannot make contact then phone one of the other numbers on your arrival information sheet.

If you are arriving from **INSIDE Canada (Domestic flight)** your homestay will meet you here. Please note you have to go down one floor inside the airport before exiting.



If you are arriving on an **International Flight**, exit through the arrivals lounge and cross the street. Your homestay will meet you here.



Load your own luggage into the car and sit as far away from the driver as possible

- Although your host family will be excited to greet you, for health reasons we are asking that only one household member is there to pick you up.
- They will not be able to hug you or shake your hand. Please do not take offense!

Self Isolation / Quarantine

As part of the Quarantine Act, you are required to Self-Quarantine for 14 days. This means that you have to stay at your homestay residence (inside or outside) for the entire 14 days and have minimal contact with only members of your host family.

After arriving in Canada, you **MUST** use **ArriveCAN** or call **1-833-641-0343** to:

1. Confirm that you've arrived at the address you provided for your quarantine or isolation location **within 48 hours** of your entry into Canada.
2. Complete daily COVID-19 symptom self-assessments during your quarantine period.
3. After arriving in Canada, Government of Canada officials may call you and/or your host family to monitor compliance with the mandatory quarantine. You and your host family must be prepared to answer calls from **1-855-906-5585** or **613-221-3100**.

These instructions and protocols may seem overwhelming. Don't worry! If you have any questions or concerns, please ask your host family or Homestay Coordinator for assistance. We are all very happy you are here and we are here to help you settle in!

Your homestay will provide you with the comforts of home and do their best to make you feel welcome. Our staff will check on you frequently as well.

Please make sure you are connected to wifi in your house and able to communicate with not only us but your friends and family through an app like Facetime, WeChat or What's App. As well, please check your email regularly as our staff will be using this mode of communication with you.

Student Responsibilities and Expectations During 14 Day Quarantine

Maintain safe distancing from others

- The purpose of quarantine is to ensure that, in the unlikely case you have been in contact with COVID-19 in your travels or predeparture, your host family and the greater community is not put in contact with it as well.
- It is important that you maintain a safe distance from others. If you are to be in the same room as others, always have a mask on (except at meal time) and be at least 2 metres away from other people.



Keep your room well-ventilated and clean

- Open your window to let the air circulate
- It is important to get fresh air and to make sure your room stays clean and fresh. Make sure that you have a window open so air can circulate adequately. If you find your room too hot or too cold, please let your homestay family know so they can make it more comfortable for you.

Practice good hygiene

- Wash your hands frequently with plain soap and water for at least 20 seconds.
- You will be given your own personal towel to use. Please ensure this is the only towel you use during quarantine. Fresh towels will be frequently provided to you.
- When you shower, take your towel back to your room with you.
- Cover your mouth and nose with your elbow when coughing or sneezing, or use a tissue. Avoid coughing into either your hands or into the air. Dispose of used tissues right away into a trash bin and immediately wash your hands.
- Shower once per day and brush your teeth twice a day.

Use a separate bathroom whenever possible

- Your homestay will provide you cleaning supplies and some instructions on cleaning your washroom. You are to clean your washroom thoroughly once per day.
- Please put all toilet paper in the toilet and flush the toilet with the lid down.
- If you are sharing a washroom, make sure you remove all of your belongings after each use (towels, toothbrush, brush, etc.) and clean the bathroom area you used thoroughly after each use.

Stay connected

- Text, and use Facetime or other apps to stay in frequent contact with your homestay
- Ensure your cell phone is charged and you are connected to wifi (homestay will provide you with the wifi password)
- Regularly check your emails
- If someone emails or contacts you, please respond immediately
- Make sure you are participating in online communication with our staff as instructed
- We will provide you with some online stimulation by setting up a virtual International Student Program and school orientation. Stay tuned for more information on this and other virtual social activities!

Monitor your physical and mental well-being

- Inform your homestay immediately if you are not feeling well, you notice a change to your 'baseline' health or if you are feeling sad and lonely
- Reach out to our staff any time you want to talk
- Try to establish a 'routine' as quickly as possible. For example, do not stay up all night and sleep all day! Start adjusting to our local time.

Personal garbage

- Please ensure you remove all garbage from your room daily.

Take care with laundry

- Immediately upon arrival in your house, remove your travel clothes and place them in a plastic bag. Put on gloves and securely tie the bag and place it outside of your room.
- Your homestay family will provide you with a laundry hamper or basket. Discuss laundry expectations with your homestay family. You will be provided with clean sheets and towels on a regular basis.

Be creative and active

- Find unique ways to communicate and interact with your host family while maintaining a safe 2 metre distance. During this time, we hope you will be able to get to know your new Canadian family while eating meals together, watching movies, playing board and online games, or just hanging out in the backyard.
- Outside activity is strongly encouraged! Exercise is important so take advantage of the summer weather to get some fresh air and enjoy the sun while exercising in the homestay family yard.
- Try to spend more time communicating with your Canadian family than with your family and friends back home – spending too much time communicating with family and friends back home can make you feel more isolated and lonely.

Mealtime and Food Preparation

- Please communicate with your host family about any food issues you may have
- When eating meals together, please ensure there is a minimum 2 metre distance between you and host family members

- Do not share dishes, drinking glasses, cups or utensils with anyone else in the family
- Lunch preparation is at the discretion of the homestay family. If students are responsible for making their own lunches, the homestay family will supply necessary disinfectant for cleaning the areas touched/used.
- Host families will ensure that snacks will be made available to the student.
- Please do not keep any food garbage in your room.

Ask for help!

- These instructions and protocols might seem overwhelming but they are in place to remind you to be careful with your contact with others during the 14-day quarantine
- This is for your personal health and safety and that of our schools, families and community
- REMEMBER, if you need to talk or need any help please reach out to any of our staff!

**** Please remember that Self-Quarantine is a requirement of the Quarantine Act and not optional. Students who are in private homestays or with their parents MUST also self-quarantine for 14 days.**

Post Quarantine Expectations for Student & Families

YAY!! Congratulations, your 14-day self-quarantine period is over! However, please keep in mind that you still must:

Continue to practice proper hygiene

- Wash hands frequently
- Keep your washroom clean
- When soap and water is not available, use hand-sanitizer
- Let your family know if you don't feel well. If you are ill do not attend school or be in social contact with others.

Use proper coughing and sneezing etiquette

- Cough and sneeze into your elbow, not your hand
- If using a tissue, dispose of the tissue in a plastic lined garbage container immediately



Practice physical distancing when outside of the home

- Stay at least 2 metres away from all people who are not members of your immediate household

Please practice the COVID-19 related protocol and rules of your school and the Province of British Columbia!

Get connected

- You and your host family will have to start to make new routines where you are fully integrated with the family and part of their daily lives. Quarantine is not 'normal' ... and it not the expectation after the 14 days are over!

Stay connected

- Keep communicating and reaching out to our staff as needed

If a Student or Family Member Develops Symptoms or is Diagnosed with COVID-19

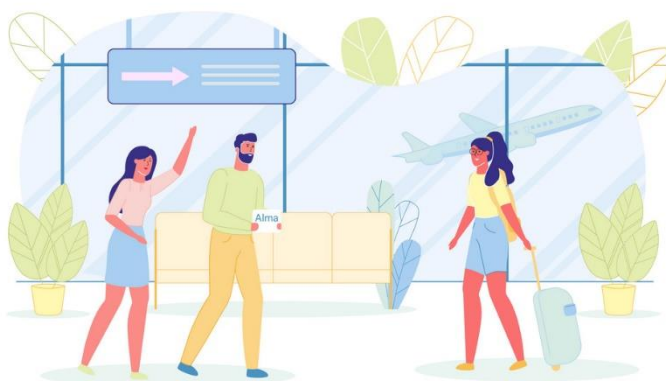
If anyone in a household is experiencing even mild symptoms including fever, chills, cough, shortness of breath, loss of sense of smell, headache, muscle ache, fatigue or loss of appetite they should talk to the family and then:

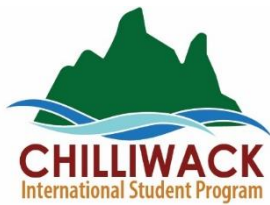
- Complete the self-assessment tool - <https://bc.thrive.health/covid19/en>
- Follow the directions outlined on the self-assessment tool and contact public health authorities if, when and how recommended
- Contact Chilliwack School District International Student Program
- Follow the directions of the Public Health Authority
- Natural parents will be asked to travel to Canada to care for the student if deemed necessary
- In the unlikely event that a host is ill and unable to care for the student, a respite or alternate arrangement will be made

Resources: For further reading on preparation for contact with and care for individuals exposed to COVID-19, please refer to the following links:

- ~ [Vancouver Airport Website on Travel Directives and Screening](#)
- ~ [Frequently Asked Questions at Vancouver Airport regarding COVID-19](#)
- ~ [Tips for Proper Hand-Washing](#)
- ~ [Tips for Cleaning & Disinfecting, Including Garbage Collection and Laundry Procedures](#)
- ~ [Physical Distancing Information](#)
- ~ [COVID-19 and BC's Back-to-School Plan](#)
- ~ [Self-Quarantine Explained](#)

We are excited to welcome you to Chilliwack! Have a safe journey and we will see you soon!





TRAVEL & ARRIVAL GUIDE 2020-21

2020 - 2021 Travel and Arrival Protocol

We look forward to welcoming you to the Chilliwack School District International Student Program. We must ensure the health and safety of our students and host families. The following document will outline the expectations of government and health authorities. Students must abide by these expectations to participate in the program. **This document must be signed and emailed to glen_tiechko@sd33.bc.ca.**

Chilliwack School District - International Student Program office (8 AM to 4 PM) 604.792.1321
- International Education Emergency Phone (24hr) 604.316.5820

Pre-Departure:

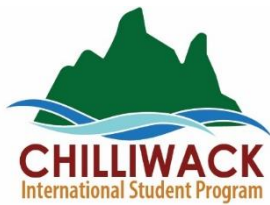
- ☐ Contact host family and discuss expectations, make sure they have a current photo of you
- ☐ Provide arrival information and exchange contact information (cell, email)
- ☐ Read [How to self-isolate after travel when you live with other family members](#) and [Daily Self-Monitoring form for COVID-19](#)
- ☐ Download COVID-19 App and Daily Symptom Tracker: <https://ca.thrive.health/>
- ☐ Download the ArriveCAN App (iOS and Android)
- ☐ Pack 60 disposable face masks OR 30 disposable and 1 cloth face mask, one large bottle of hand sanitizer, one box of nitrile gloves, thermometer
- ☐ In carry on, pack the following:
 - o Passport and Study Permit/Confirmation document
 - o Custodianship documents and Letter of Acceptance
 - o Host family profile and contact information
 - o Copy of this document signed by yourself and your parents
 - o 2 masks, 3 pair of gloves, travel-sized hand-sanitizer, disinfecting wipes.

Airport:

- ☐ Wear mask and gloves
- ☐ Wash hands frequently and use hand sanitizer
- ☐ Practice social distancing and touch as few surfaces as possible
- ☐ Sanitize your personal space and minimize washroom trips
- ☐ Keep cell phone charged
- ☐ Bring some food / snacks and refillable water bottle

Arrival in Canada:

- ☐ Contact host family and confirm pick up point
- ☐ Wear fresh mask and gloves
- ☐ Have all documents ready to proceed through immigration
- ☐ Maintain physical distancing when picking up luggage
- ☐ Load your own luggage into the car and sit in back seat if possible



TRAVEL & ARRIVAL GUIDE 2020-21

In Homestay – Self-Isolation:

- ☐ You are required to self-isolate at the host family property for 14 days
- ☐ When you arrive to your host family's home immediately remove your travel clothes and place them in a plastic bag for your host family to wash for you.
- ☐ Your homestay family will provide you with food, clean linens, a comfortable room and internet access
- ☐ Keep your room well ventilated and clean – open your window to allow air circulation
- ☐ Practice good hygiene and use a separate bathroom if possible
- ☐ Clean the bathroom after every use
- ☐ Stay connected with friends and family by phone or internet
- ☐ Monitor your physical and mental well-being. If you are not feeling well, let your host family know.
- ☐ Empty garbage frequently, wash hands after
- ☐ Follow your host family's advice to wash clothes / do laundry
- ☐ Keep personal items separate from those belonging to others
- ☐ Ask for help from your host family or homestay coordinator if you need it!

Self-Isolation is a requirement of the Quarantine Act and is not optional. Students who are in private homestay arrangements or with parents must also self-isolate for 14 days. By signing, I have read, understand and agree to comply with the expectations listed in this document. I understand if I do not follow these expectations, I risk being dismissed from the program and there will be no refund of tuition fees. Students and parents are responsible for any fines incurred due to breach of the Quarantine Act and regulations from the Government of British Columbia.

Student – Legal Name <i>(print)</i>		
Student Signature		Date:

Full Name <i>(print)</i>		
Signature		Date:
Relationship to Student	<input type="checkbox"/> Mother <input type="checkbox"/> Father <input type="checkbox"/> Legal Custodian <input type="checkbox"/> Other <i>(please specify)</i>	

Full Name <i>(print)</i>		
Signature		Date:
Relationship to Student	<input type="checkbox"/> Mother <input type="checkbox"/> Father <input type="checkbox"/> Legal Custodian <input type="checkbox"/> Other <i>(please specify)</i>	

Chilliwack School District – International Student Program

8430 Cessna Drive, Chilliwack, BC V2P 7K4

Tel: 604.792.1321

Email: glen_tiechko@sd33.bc.ca

isp.sd33.bc.ca