



LANGUAGES
ACROSS BORDERS

LAB Vancouver
International Student Arrival Guide
**Keeping Safe During
COVID-19**



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INTRODUCTION

This guide is an adapted version from the LaSalle College Vancouver Arrival Guide. LAB Vancouver operates from the LaSalle College Vancouver campus (along with the LaSalle College Vancouver High School) and as such follows all of the college measures as they relate to international students.

As you can certainly appreciate, the current global pandemic makes it necessary to carefully prepare for travel to and arrival in Canada.

Please take some time to review the information in this package. By not following this protocol, students may be denied entry into the country. Government authorities may also fine students for non-compliance in certain situations.

Our top priority is the health and safety of our students, faculty, staff, partners, and community. We are obligated to follow the regulations and recommendations of the Canadian and provincial governments, and the local public health authority. This includes recording the flight information and self-isolation plans for all of our arriving international students; you must send us this information before departing your home country.

At the end of the document is the **COVID-19 Travel and Arrival Protocols Declaration**.

This document, along with your **flight information** and **self-isolation plan**, must be signed and sent to **esl@languagesacrossborders.com** before you leave your home country.



DEFINITIONS

Below you will find COVID-19 vocabulary. Please become familiar with these terms.

Social/Physical Distancing

Keep at least 2 meters between you and others.
Avoid crowded spaces and places.

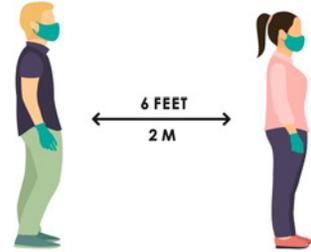
Self-Isolation and Quarantine

Stay in a place in isolation to prevent exposing others or yourself to COVID-19.

Self-Monitoring

Check your health for possible symptoms of COVID-19.

Social Distance



PRE-DEPARTURE

Communication and Relationship Building

If you will be staying in a homestay, contact your host family to get to know each other. A video chat using Zoom or Skype is a good way to do this. Remember to exchange emails and cell phone numbers with your host family.

If you will be staying in a residence/dormitory/hotel, please ensure that you have the correct contact information for them, as well as for any private transportation service that you may be using.

You should also enter the LAB Vancouver telephone numbers into your cell phone.

LAB Vancouver campus: **604-683-2754**
LAB Emergency number: **604-306-1349**



Household Isolation

Before you leave your home country to come to Canada, it is recommended that you self-isolate in your home for 2 weeks and only meet your immediate household members during that time.

Medical Check / Testing

Students should request/obtain a letter from a doctor within 72 hours before departure that confirms you are healthy and safe to travel. If possible, you should also get a COVID-19 test. Bring the letter with you when you go through immigration.

Packing

Include the following in your carry-on bag:

- Passport
- Study Permit or Study Permit Approval Letter
- Custodianship Documents (if required)
- Letter of Acceptance
- Host Family Profile with contact information (if applicable)
- Residence/Dormitory/Hotel information (if applicable)
- Private transportation service information (if applicable)
- Complete BC Self Isolation Plan Form
- Medical clearance letter (if you have one)
- COVID test results (if you have them)
- Copy of this document signed by yourself (and your parents/guardians if you are under the age of 19)
- 2 masks, 3 pair of gloves, travel-sized hand-sanitizer, disinfecting wipes.
- Change of clothes
- Snacks



ARRIVAL PLANS

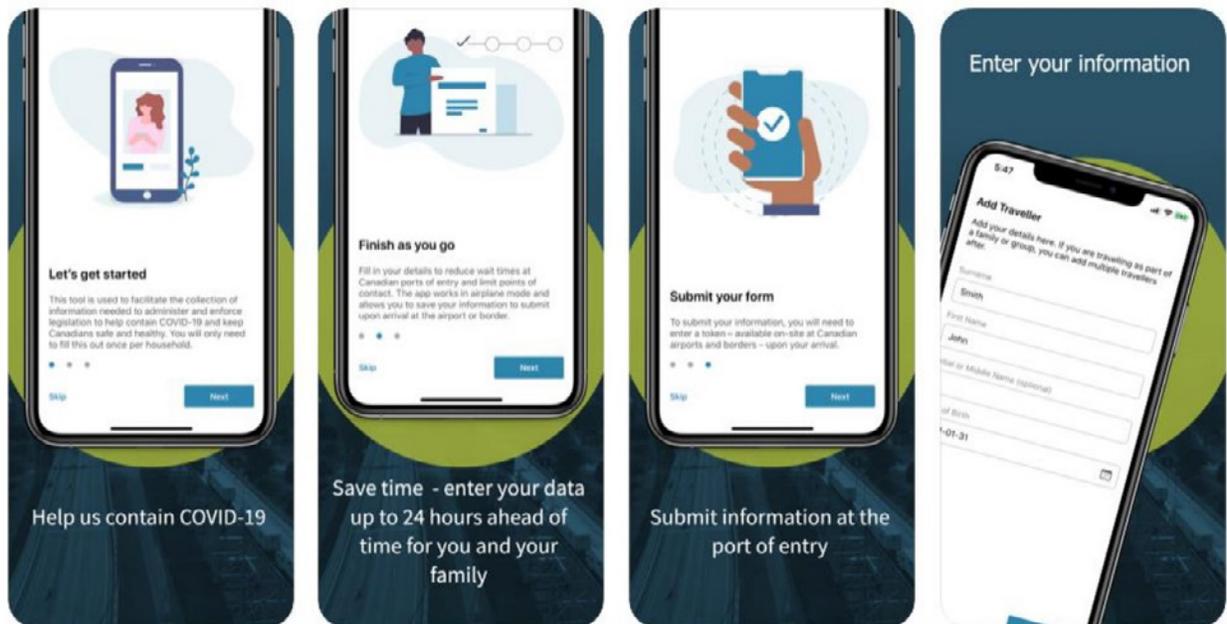
Before you leave your home country, you must download the ArriveCAN app from the Government of Canada and complete a mandatory Self-Isolation Plan for the Government of British Columbia. Both of these need to be complete prior to your arrival in British Columbia.

ARRIVECAN APP

The ArriveCAN app is available for iPhone and Android and can be downloaded from the App Store or Google Play. This app must be setup before you arrive at immigration in Canada because the immigration officer will provide you with a TOKEN NUMBER you will need to enter.



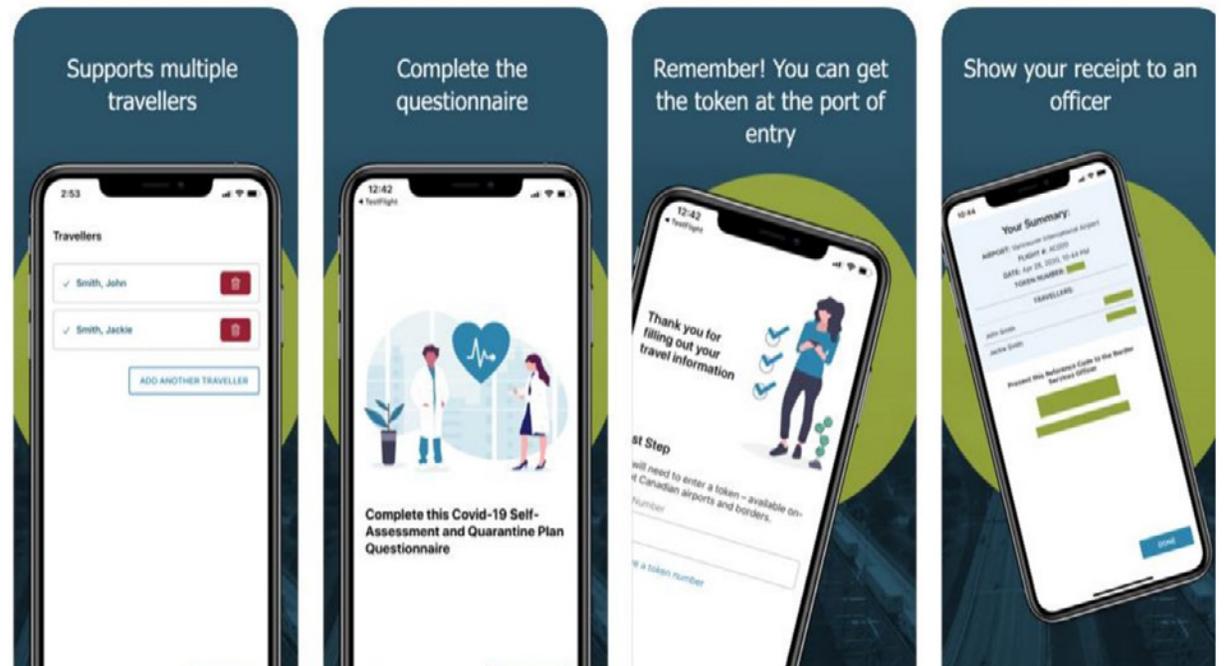
Here are the steps to setup the app:



Help us contain COVID-19

Save time - enter your data up to 24 hours ahead of time for you and your family

Submit information at the port of entry



BC GOVERNMENT SELF-ISOLATION PLAN

Before you leave your home country it is very important that you complete the BC Government Support for International Travelers Self Isolation Plan form. When you arrive at the airport you will be asked to show this form, and the information must be correct.

If you need assistance in filling out this form, please contact **esl@languagesacrossborders.com**. On the next page you will see an example of the form.

Once you have completed the form:

- 1) Send a copy to **esl@languagesacrossborders.com**
- 2) Print a copy for your carry-on bag
- 3) Keep a copy on your phone
- 4) Complete an online version of the form at <https://travelscreening.gov.bc.ca/>

LAB Vancouver can support you in making accommodation and transportation arrangements. We may work with third parties such as home stay placement companies and transfer service providers. LAB Vancouver remains your main point of contact upon arrival and your quarantine period.





PRIMARY CONTACT INFORMATION

Form with fields: First Name (primary contact), Last Name (primary contact), Date of Birth (yyyy / mm / dd), Phone Number, Email (optional), Home Address, City, Province or Territory, Postal Code

TRAVEL INFORMATION

Form with sections: Are There Additional Travellers in Your Group? (Yes/No), ADDITIONAL TRAVELLERS (please list all additional travellers) table with columns: First Name, Last Name, Date of Birth (yyyy / mm / dd), Arrival Date (yyyy / mm / dd), Arrival By (Air/Sea/Ground), Airline / Flight Number (if applicable), Arrival From (City, Country)

SELF ISOLATION PLAN

Form with questions: Do you have accommodation arranged for your self-isolation period? (Yes/No), If Yes, which city will you be isolating in?, If Yes, what is the address where you'll be staying?, If Yes, isolation type? (Private Residence/With Family/Commercial (hotel)), Do you need accommodation assistance to self-isolate from anyone who is over 60 years old or who has heart disease, high blood pressure, asthma or other lung disease, diabetes, cancer, immune suppression or is taking prednisone medication? (Yes/No), Are you able to make the necessary arrangements for your self-isolation period? (e.g. food, medication, child care, cleaning supplies, pet care). (Yes/No), What form of transportation will you take to your self-isolation location? (Personal Vehicle/Public Transportation/Taxi or Ride Share)

CERTIFY DECLARATION

Form with checkbox: I certify this to be accurate

Proceed to the provincial check point, if available at your location, where you may be asked to confirm how you will comply with the provincial order to self isolate.

Collection Notice

Your personal information as well as those of your household is collected by the Ministry of Health under the authority of sections 26(a), (c), (e) and s. 27(1)(a)(iii) of the Freedom of Information and Protection of Privacy Act, the Public Health Act and the federal Quarantine Act, for the purposes of reducing the spread of COVID-19. Personal information may be shared with personnel providing support services and follow-up during self-isolation. Should you have any questions or concerns about the collection of your personal information please contact:

Title: Ministry of Health, Chief Privacy Officer

Telephone: 236-478-1666

AIRPORT/FLIGHT: BEST PRACTICES

Wearing a Mask/Hand Washing

Remember to wear a mask at all times. Wash your hands before you board the airplane.



Practice Social Distancing

It is important to try to keep your distance from other people. You should try and keep at least 2 meters from other people.



Keeping Safe

Keep your cell phone charged in case you need to contact your host family, your accommodation provider, your transportation provider, or LAB Vancouver. Bring some snacks in your carry-on bag because the restaurants in the airport may not be open.

When you get to your airplane seat remember to wipe down your area with a disinfecting wipe.



ARRIVING IN CANADA

You finally made it! We are sure you are excited to begin your Canadian educational experience at LAB Vancouver. Ensure you have printed copies of the following documents ready for when you go through immigration:

- Passport
- Study Permit or Study Permit Approval Letter
- Custodianship Documents (if required)
- Letter of Acceptance
- Host Family Profile with contact information (if applicable)
- Residence/Dormitory/Hotel information (if applicable)
- Private transportation service information (if applicable)
- Complete BC Self Isolation Plan Form
- Medical clearance letter (if you have one)
- COVID test results (if you have them)



Before leaving your home country, you will need to have arranged for safe, private transportation from the airport to your accommodation – traveling on public transportation is not allowed until you have completed the mandatory 14-day quarantine period. If you are staying with a host family, make sure you know whether they will be picking you up at the airport, and where to meet them. If you are staying in a residence/dormitory/hotel, they may be able to arrange airport pick up for you; ensure you know where the meeting point is. LAB Vancouver will be able to assist you with making these arrangements, if needed.



SELF ISOLATION/QUARANTINE

Government Rules and Communication

You made it through the airport and now are heading to your new home! In British Columbia everyone has worked hard to keep COVID-19 manageable. We did this by following some important rules from the government. When you get to your new home you must self-isolate for 14 days. This means you must stay in your room and avoid direct contact with your host family or other guests in your residence/dormitory/hotel. You cannot leave your accommodation for 14 days. If you are staying with a host family, they will provide you with food, cleaning supplies, etc. If you are staying at a residence/dormitory/hotel, they will have arrangements for food and supply delivery, laundry service, etc. Information about this will be provided to you in advance.

The governments of Canada and British Columbia want to make sure all new arrivals to Canada are safe and healthy. To do this they will call you or your host family to make sure you are self-isolating and following the law. You must be prepared to answer calls from 1-855-906-5585 or 613-221-3100.

A staff member from LAB Vancouver will also contact you to ensure that you are self-isolating, and also to offer any support that you may need during your self-isolation. Please be sure to check your email regularly, and also to answer any telephone calls from LAB Vancouver.

Student Responsibilities for Homestay

To keep you and your host family safe while you are self-isolating, it is important that you stay in your room. You are able to leave your room to go to the bathroom. Remember to keep your room clean and practice good hygiene. Some examples are washing your hands often, showering every day, cleaning the bathroom after using it, covering your mouth and nose with your elbow when you cough or sneeze, and keeping your room clean.



WHAT TO DO DURING SELF-ISOLATION

Physical Health

Staying active during self isolation! This is a great opportunity for you to try a new exercise routine, such as yoga. It is important to make sure you establish a healthy routine as quickly as possible. Try to go to bed at a reasonable hour and don't stay up all night, so that you can adjust to the time zone in Vancouver and keep your immune system strong.

Monitor your Mental Health

Being in a new country is exciting but being in self-isolation may be challenging. If you are experiencing anxiety, depression or other mental health challenges arising from the COVID-19 pandemic, resources are available to support you including [Here2Talk](#) and [Keep Me Safe](#), offering mental-health counselling available 24/7. The BC province has a designated [website](#) with information about mental health issues arising from the COVID-19 pandemic. Communicate with your host family or with LAB Vancouver regularly and let them know how you are feeling. We are all here to support you!

Stay Connected

Contact your friends and family when you are self isolating. Check with your host family or accommodation provider to make sure you have access to WI-FI. It is important to check your email regularly because we may need to send you important information. LAB Vancouver will provide you with a 14 day calendar to ensure you start your online orientation and familiarize yourself with LAB Vancouver staff, activities and Vancouver.



RESOURCES

Vancouver Airport website for Travel Directives and Screening:

<https://www.yvr.ca/en/updates/covid-19-update-2>

Frequently Asked Questions at Vancouver Airport:

<https://www.yvr.ca/en/coronavirus/faq>

Tips for Proper Hand-Washing:

<https://bc.thrive.health/covid19app/resources/58c360e2-ad98-47f3-bcf9-2c162c96a626?from=/home>

Tips for Cleaning and Disinfecting

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/cleaning-and-disinfecting>

Physical Distancing Fact Sheet:

<http://www.bccdc.ca/Health-Info-Site/Documents/COVID19-Physical-distancing.pdf>

Post-Secondary Studies During COVID-19:

<https://www2.gov.bc.ca/gov/content/education-training/post-secondary-education/institution-resources-administration/studying-during-covid-19>

COVID-19 TRAVEL AND ARRIVAL PROTOCOLS

Pre-Departure:

- If you will be staying with a host family, contact them in advance to discuss expectations, and 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](#)
- Complete, send and print the online Mandatory Self-Isolation Plan (<https://travelscreening.gov.bc.ca/>), and send a copy to **esl@languagesacrossborders.com**
- 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, and a thermometer in your luggage
- In your carry-on, pack the following:
 - Passport
 - Study Permit or Study Permit Approval Letter
 - Custodianship Documents (if required)
 - Letter of Acceptance
 - Host Family Profile with contact information (if applicable)
 - Residence/Dormitory/Hotel information (if applicable)
 - Private transportation service information (if applicable)
 - Complete BC Self Isolation Plan Form
 - Medical clearance letter (if you have one)
 - COVID test results (if you have them)
Copy of this document signed by yourself (and your parents/guardians if you are under the age of 19)
 - 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 your own food and refillable water bottle

Arrival in Canada

- Contact host family/transportation provider 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

In Homestay/Residence/Dormitory/Hotel – Self-Isolation:

- You are required to self-isolate for 14 days – this means staying in your room and avoiding contact with others
- When you arrive, immediately remove your travel clothes and place them in a plastic bag for laundering
- Any food or supplies will need to be delivered to your room in a COVID-safe manner, either by your host family or by service providers
- Keep your room well ventilated and clean – open your window to allow air circulation whenever possible
- Practice good hygiene
- 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 or the LAB Vancouver team know

Additionally, if you are staying with a host family:

- Empty garbage frequently, wash hands after
- Clean the bathroom after every use
- 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!

COVID-19 TRAVEL & ARRIVAL PROTOCOLS DECLARATION



We look forward to welcoming you to LAB Vancouver. This document must be signed and sent to **esl@languagesacrossborders.com** before you leave your home country.

By signing this declaration, I confirm that I understand and agree that:

- I understand I have to comply with the Government of Canada's **Quarantine Act**, and I'm aware of the penalties of violation of the Quarantine Act, which include up to 6 months in prison and/or \$750,000 in fines.
- I have agreed to and signed a copy of the **COVID-19 International Student Travel, Arrival and Quarantine Checklist**.
- I have completed and printed the self-isolation plan for presentation at the port of entry, and have registered via the **ArriveCAN App** and the **COVID-19 BC App**.
- I have appropriate medical insurance, effective as of the date of my arrival, which includes coverage for COVID-19 during the quarantine period.

Student – Legal Name (Print)		
LAB Vancouver Student ID		
Phone Number in Canada		
Address in Canada		
Email		
Student Signature		Date:
Full Name (Print)		
Signature		Date:
Relationship	<input type="checkbox"/> Mother <input type="checkbox"/> Father <input type="checkbox"/> Legal Custodian <input type="checkbox"/> Other _____	