International Student Arrival and Quarantine Guide

Airport arrival procedures

- Wear your face covering at all times while in the public areas of the airport.
- Review passenger arrival procedures and use the printable terminal map of YVR, or follow signs carefully, to mitigate unnecessary contact with people and facilities in the airport.

Transportation to your place of quarantine

- Do not use public transportation such as a bus or skytrain to travel to your place of quarantine.
- Call a taxi or arrange for a family member or friend to pick you up at the airport.
- Wear your face covering while traveling if there is another person in the vehicle.
- Travel directly to your place of quarantine—do not make stops to run errands or purchase groceries.

Resources

- Passenger arrival procedures: https://www.yvr.ca/en/passengers/navigate-yvr/passenger-guides
- Printable map of YVR: https://www.yvr.ca/en/passengers/navigate-yvr/terminal-maps
- Taxi services: https://www.yvr.ca/en/passengers/transportation/taxis

Your place of quarantine (rules and procedures)

- Do not share a living space with groups of non-family members or vulnerable individuals. This includes the elderly and people with pre-existing medical conditions making them more susceptible to experiencing adverse health effects from COVID-19.
- Ensure you have you own bedroom.
- Create a schedule for accessing rooms at specific times only to ensure physical distancing at all times (if sharing accommodation with others).
- Do not share personal items with others. This includes toothbrushes, towels, eating utensils and electronic devices such as phones and computers.
- Frequently sanitize high-contact surfaces such as door handles and countertops.
• Arrange for your groceries and prescription medications to be delivered by a service, or picked up by a friend or family member and left at your door.

Please refer to the following guide from the BC Centre for Disease Control for further details on the quarantine requirements: http://www.bccdc.ca/health-info/diseases-conditions/covid-19/self-isolation.

If you don’t already have a suitable place to quarantine, consider the following commercial accommodation providers, some offering fully serviced suites and care packages for quarantining students and guests:

• Global Education City (GEC): Move-in ready student housing and accommodation at four locations in Greater Vancouver. GEC offers a free self-isolation package including airport pickup, food and grocery delivery and in-suite necessities: https://my.gecliving.com/inquiry/self-isolation-package/.

• VanMates: Offers a quarantine package including airport pickup and meal preparation. You can opt for a homestay (live with a Canadian family) or a private unit. The homestay quarantine package starts at $950 CAD per month: https://vanmates.com/en/vancouver.

• Tourism Burnaby: Currently offering a $100 rebate for students staying 14 nights or longer at a partner hotel including the Holiday Inn Express Metrotown, Delta Burnaby Hotel, and more. For more information, contact the hotel you plan on staying at directly: https://www.coquitlamcollege.com/wp-content/uploads/2020/08/Tourism-Burnaby-Accommodation-listings-August-4th.pdf.

• Radisson Hotel—Richmond (Vancouver Airport): The Radisson Hotel is offering airport pickup and 14-day meal preparation for self-isolating students. This package is $185 per night (or $115 per night without meal preparation): Contact the hotel directly for more information about this package: https://www.radissonhotels.com/en-us/hotels/radisson-vancouver-airport.

Health monitoring

You are responsible for ongoing self-monitoring and assessment of COVID-19 symptoms. Symptoms of COVID-19 can appear up to 14 days after exposure to the virus. Common symptoms include,

• fever
• chills
• cough
• shortness of breath
• sore throat
• loss of sense of smell or taste
• headache
• fatigue
• diarrhea
• loss of appetite
• nausea and vomiting
• muscle aches

For more information on COVID-19 symptoms, please visit the following resource of the BC Centre for Disease Control: http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms.
Use the ArriveCAN app to provide the Government of Canada with voluntary updates on your quarantine compliance and the development of any symptoms during your 14-day quarantine. For more information on the app, visit https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#a_arriveCAN.

If you are experiencing symptoms of COVID-19, or have been diagnosed with COVID-19, please notify the university by email at coronavirusinfo@adler.edu, and email call or text your program director or chair to receive further guidance.

Access to food, groceries and supplies

The following stores/services offer online shopping and delivery to your door. Use the website or mobile app to place your order and have your groceries delivered in as little as an hour.

- Groceries: Save-On-Foods, Instacart, Inabuggy
- Restaurants: SkipTheDishes, Uber Eats, DoorDash

Access to health services

If you are feeling ill, have an injury or any other medical concern, the following services enable you to virtually consult with a Canadian doctor. You can also order prescription medications and have them delivered to your door within one business day.

- mobileDOCTOR (for students covered by guard.me)
  - Tutorial: https://www.guard.me/adleru/mobileDOCTOR
  - Register: https://app.getmaple.ca/register
- Viva Care Telehealth (for students covered by the BC Medical Services Plan)
  - https://vivacare.ca/telehealth-online-doctor/

We recommend bringing a three-month supply of any vital medications to ensure these medications are available to you in case you have difficulty obtaining them in the initial months of your stay in Canada.

Information about COVID-19

- HealthLinkBC: If you have general questions related to COVID-19 health and safety, call 8-1-1 to speak with a health services navigator who will help you find the information and services you need, or will connect you directly with a qualified professional to assist you on a specific topic. You can also find information at HealthLinkBC’s website: https://www.healthlinkbc.ca/.
- BC Centre for Disease Control: For information about COVID-19 symptoms, prevention tactics, testing and contact tracing, call 604-707-2400 or visit the BCCDC’s website: http://www.bccdc.ca/health-info/diseases-conditions/covid-19.
Mental health support

- The Quarantine Student Connection by guard.meCARES is a professionally monitored, weekly peer support group for Canadian international students in quarantine. Each 30-minute virtual group offers students a safe environment in which to connect, share experiences, and discuss ways of improving overall health and wellness: https://www.guard.me/wellness_and_learning_initiatives.php. Groups are based on province and offered as a morning and an afternoon session:

  o Morning session (B.C.): https://attendee.gotowebinar.com/rt/895748634559283471
  o Afternoon session (B.C.): https://attendee.gotowebinar.com/rt/3108972891186308367

- Here2Talk is an immediate and confidential 24/7 counselling service available to all post-secondary students in British Columbia. After downloading the app and creating a profile, you can connect with a counsellor by telephone or text chat within minutes: https://here2talk.ca/getStarted.

- For students enrolled in MSP, Empower Me by StudentCare is a confidential support line available 24/7, 365 days per year. Receive immediate telephone support from a counsellor. Call 1-833-628-5589 or visit https://www.studentcare.ca/rte/en/IHaveAPlan_Adler_EmpowerMe_EmpowerMe for details.

- MindHealthBC is an interactive, online directly that recommends evidence-based mental health resources available in your community: http://www.mindhealthbc.ca/.

- The Crisis Line Association of BC (CLABC) operates two mental health support lines:

  o 310-Mental Health (310-6789): for individuals who would like emotional support, information, and resources specific to mental health in British Columbia. The service is available 24 hours a day, 7 days a week and is toll-free anywhere in the province (no area code required). Note that if calling from overseas, there may be a toll.

  o 1-800-SUICIDE (1-800-784-2433): for individuals who are or know someone who is having thoughts of suicide. The service is available 24 hours a day, 7 days a week and in up to 140 languages. Operated in partnership with Crisis Intervention and Suicide Prevention Centre of BC.

Settlement and multicultural services

The following non-profit settlement agencies provide support to international students:

- MOSAIC, a non-profit settlement organization serving new Canadians and temporary residents throughout Greater Vancouver, offers multicultural victim services including a dedicated support line, and a women’s support line. Call 236-512-6170 between 9am–5pm, Monday to Friday or email victim.support@mosaicbc.org or women.support@mosaicbc.org.

  o MOSAIC International Student Services: https://www.mosaicbc.org/services/settlement/students/.
S.U.C.C.E.S.S. offers settlement and integration services including a phone line to answer questions about living in BC, community engagement, and immigration. Call 604-408-7274 ext. 2046 or 236-668-4953 or email bcsis@success.bc.ca. Visit https://www.successbcsis.com/.