

## 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>
- Border clearance information: <https://www.yvr.ca/en/passengers/navigate-yvr/customs-and-immigration/canada-border-services-agency/canada-border-clearance>
- 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 your 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](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](mailto: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](https://www.guard.me/wellness_and_learning_initiatives.php). Groups are based on province and offered as a morning and an afternoon session:
  - Morning session (B.C.): <https://attendee.gotowebinar.com/rt/8957486345559283471>
  - 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](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:
  - 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.
  - 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](mailto:victim.support@mosaicbc.org) or [women.support@mosaicbc.org](mailto:women.support@mosaicbc.org).
  - 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](mailto:bcsis@success.bc.ca). Visit <https://www.successbcsis.com/>.