

International Student Arrival and COVID-19 Information

Airport arrival procedures

- Wear your mask at all times while in public areas of the airport.
- Review the [passenger arrival procedures](#), download a [printable terminal map of YVR](#), if desired, and review the [border clearance information](#) to ensure smooth passage through Customs and Immigration.

Self-quarantine

Self-quarantine is only required if you test positive for COVID-19 during your travel to Canada or if a Canada Border Services Officer asks you to self-quarantine upon entering Canada. Below are the procedures for self-quarantine:

- Arrange a [taxi](#) or have a friend or family member drive you directly to your place of quarantine. Public transportation and stops along the way are not permitted.
- 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.
- If sharing accommodation with others, create a schedule for accessing rooms at specific times to ensure physical distancing.
- 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.
- Non-compliance with the federal Quarantine Act may result in a fine from the government.

Please refer to the [Self-Isolation and Self-Monitoring Guidelines](#) from the BC Centre for Disease Control for further details on quarantine protocols.

Health monitoring

During self-quarantine, 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 [BC Centre for Disease Control's website](#). 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 self-quarantine.

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

You will be enrolled by the university in a short-term primary health insurance plan administered by Study Insured. This plan will be effective from your arrival date until January 31, 2022 (if arriving in November) or February 28, 2022 (if arriving in December). Study Insured will send an email to you with information on the plan and how you can make a health claim.

If you are feeling ill, have a minor injury or general medical concern, the services below will enable you to virtually consult with a Canadian doctor. If you have a medical emergency, call 9-1-1 and ask for an ambulance or proceed to the nearest hospital for treatment.

- Study Insured Telehealth (must be covered under Study Insured): Call 1-866-883-9787 within Canada & USA or +1 416-640-7865 anywhere else in the world. Notify the call receptionist that you are seeking to consult with a doctor for minor illness or injury.
- [Viva Care Telehealth](#) (Personal Health Number is required)

Travelling with medications

We recommend bringing a 90-day supply of any vital medications in case you have difficulty obtaining them in the initial months of your stay in Canada. All drugs must be contained in one of the following ways during travel:

- In hospital-or-pharmacy-dispensed packaging.
- In the original retail packaging.
- With the original label affixed clearly indicating what the health product is and what it contains.

Visit the [Government of Canada's website](#) for more information on travelling with medications.

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.
- [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.

Mental health support

- [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.
 - Canada-wide toll free, dial 1-877-857-3397
 - Canada-wide direct, dial 604-642-5212
- [Empower Me by StudentCare](#) is a confidential support line available 24/7, 365 days per year for students who are enrolled in the BC Medical Services Plan. Receive immediate telephone support from a counsellor. Call 1-833-628-5589.
- - Canada-wide toll free, dial 1-833-628-5589
 - [Find a number outside of Canada](#)
- [MindHealthBC](#) is an interactive, online directory that recommends mental health resources available in your community.
- 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 or women.support@mosaicbc.org.
 - [MOSAIC International Student Services](#)
- 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 bscis@success.bc.ca. Visit <https://www.successbcsis.com/>.