



RICHMOND
INTERNATIONAL EDUCATION
ENRICHING GLOBAL MINDS

**INTERNATIONAL STUDENT
PRE-DEPARTURE
AND
ARRIVAL GUIDE 2020**

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Introduction

We look forward to welcoming you to Richmond and Canada in August 2020. This year, there are many things you will need to take into consideration before you depart for the school year.

Please carefully read the information about health and safety guidelines and restrictions contained in this package. It is important that you do so, as the Government of Canada has the authority to deny entry into the country or issue other penalties for non-compliance with guidelines and restrictions related to COVID-19. These guidelines and restrictions have been designed to ensure the safety and well-being of yourself and those around you.

This document provides an overview of expectations as laid out by the governments of British Columbia and Canada, as well as the Richmond School District No. 38. Once you have thoroughly read through this document, you and a parent/legal guardian must sign the attached COVID-19 Self-Isolation Declaration, found at the end of this document and on our website.

Document should be printed and sent to Richmond International Education (RIE) via **iCent App** prior to arrival in Canada. Instructions on how to download the iCent App are found in this booklet.

Definitions

Below you will find COVID-19 vocabulary. Please become familiar with these terms, as you will hear them often before you arrive and during your time in Canada.

Self-Isolation/Self-quarantine

- These terms mean that you must stay at home for 14 days. Self-isolation/self-quarantine helps prevent COVID-19 from spreading to others.
- The terms self-isolation and self-quarantine are interchangeable.

Self-Monitoring

- Monitor your health and notify an adult if you are not feeling well. You can review possible symptoms of COVID-19 online to ensure you are healthy. If you believe you may have symptoms of COVID-19, self-isolate and notify Richmond International Education immediately before calling 8-1-1, the nurses' helpline. The helpline is available in multiple languages.

Social/Physical Distancing

- Keep at least 2 metres between you and other people, unless it is someone you live with (parent, homestay family, etc.) or those in your bubble/pod or learning group.
- Avoid crowded indoor spaces with people outside of your learning group and ensure that you follow all posted guidelines.

Daily Self-Health Check

It is mandatory that all travellers to Canada and British Columbia must self-isolation/ self-quarantine for 14 days upon arrival. Because it can take up to 14 days for symptoms to develop, it is important to monitor for symptoms even if you are not exhibiting symptoms when you arrive in Canada.

Ask yourself the following questions:

1. Do I have symptoms (fever, cough, sore throat, difficulties breathing) OR recent onset of fever and cough?
2. Have I been in close contact with anyone who has exhibited symptoms within the last 14 days (fever, cough, sore throat, difficulties breathing) OR recent onset of fever or cough?
3. Have I come in close contact with anyone who has COVID-19?

If you answer YES to any of the above, you need to speak with someone directly at **HealthLinkBC at 8-1-1**. It is available 24 hours 7 days a week. Help is available in multiple languages.

Also use the Self-Assessment Tool: <https://bc.thrive.health/covid19/en>

Non-Emergency Contact

For non-medical questions about COVID-19, please call **1-888-COVID19 (1-888-268-4319)**, available 7:30AM - 8:00PM. **You can also text 604-630-0300.**

Emergency Contact

If you have shortness of breath, please call emergency at **9-1-1** and request for an ambulance. It is important to state that:

- you are a recent traveler
- you are in your 14-day self-isolation/self-quarantine period and
- you are having difficulties breathing (if you show other symptoms, please disclose).

RIE Medical Insurance Coverage

You have a comprehensive medical insurance coverage package to all our international students during your participation in our international program. The type of coverage (private insurance or a combination of private insurance and public medical plan) a student is eligible for depends on the duration of their program.

StudyInsurance by Ingle International, offers our student medical insurance for COVID-19 and must be contacted within 48 hours of an emergency.

BC Medical Services Plan (MSP) also covers medical needs relating to COVID-19 once a you are eligible for coverage three months after arrival. This only applies to students staying in Richmond for 6 months or longer.

Check the **RIE iCent** app for coverage and contact information on both programs.

You may also wish to visit our website <https://risp.sd38.bc.ca/students-parents/medical-insurance> for details.

1. Communication and Relationship Building

- If you are a new student and will be staying with a host family, connect with them before travelling to Canada to get to know them. In addition to emails, a chat over Zoom or Skype is a great idea. Remember to exchange email addresses and cell phone numbers with your host family and the Richmond International Education (RIE) office number (+1-604-668-6217) into your cell phone. This number is monitored from 8:30AM to 4:30PM (Pacific Time) each day.
- RIE Emergency Only number should also be on your phone – 778-835-3822. This can be used for emergencies after 4:30PM and 8:30AM.
- If you are a returning student, make sure you have communicated with your host family about isolation requirements.
- Ensure you are clear about who and where you will be meeting after arriving at the airport.

2. Preparing for 14 Day Self-Isolation/Self-quarantine

- If you are not in an RIE homestay, ensure you have a plan for the 14-day self-isolation period. You will need to complete the **RIE Travel and Arrival Protocol Checklist** and provide information when you arrive in Canada.
- Download the RIE **iCent app**. Instructions are found in the next section and on our website.
- Consider downloading the **COVID-19 App and Daily Symptom Tracker**: <https://ca.thrive.health/>
- Make a plan for your physical and emotional wellness during self-isolation/self-quarantine. Consider whether there is anything you want to bring to help keep you busy and entertained during the mandatory 14-day self-quarantine period.

3. If you're a **New** student, prepare for the RIE Orientation for New Students

- Information will be provided on our website and on the RIE **iCent App**.

4. Consider Household Self-Isolation Before Leaving Your Home Country.

- Before you leave your home country to come to Canada, consider self-isolating in your home for 2 weeks and only meet your family during that time.

5. Consider Medical Check/Testing

- If you are able to, you should request/obtain a letter from the 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.

6. Download necessary Apps and Online Documents

- Prior to arrival, travellers must provide their information for approval on the Canadian government's **ArriveCAN app**, as well as the **Government of BC's Self-Isolation Declaration**. Information on downloading the appropriate apps is found in the following section.

7. Prepare all your documents to enter Canada

- Make sure to review all documents included in the **Travel and Arrival Protocol Checklist** in this document and on the RIE **iCent app**. The **Travel and Arrival**

Protocol Checklist will need to be read, signed and submitted to our department in order to receive your **Letter of Support** to enter Canada.

8. (New Students) Review Registration Information

- If you are a new student, you'll need to complete registration for our program after arriving in Canada. Review information on the **iCent app** and on our website to ensure you are bringing all necessary documents.

Downloading Necessary Apps and Online Forms

There are 2 apps and 2 forms you must complete before leaving your home country.

- 1) **The iCent App**
- 2) **ArriveCAN App** (48 hours prior to departure)
- 3) **BC Self-Isolation Plan** – done online and/or brought with you to Canada in a hardcopy form (PDF copy submitted to RIE)
- 4) **Travel and Arrival Protocol Checklist** (submitted to RIE)

App Instructions and Forms

1) iCent App

Step 1: Make sure you download the RIE **iCent app** for important information and updates. To download the app to your phone, scan the QR code with your camera and click the link that appears.



Alternatively, you can download **iCent** from Android Google Play or the iOS App Store by clicking the respective logo below:







If you are unable to access Google Play or the App Store, you can also download the app directly to your phone. Using your phone, tap the iCent logo below to download the .apk file. Or, you can download on your computer and send the file to your phone.

Once downloaded, you may need to temporarily change the security settings on your phone to install the app. If you require technical assistance, please contact the **iCent support team** at support@icentapp.com and they will be happy to help.



Once you have completed the installation, please continue to Step 2 in the guide below.

STEP 1	STEP 2	STEP 3	STEP 4
Search for 'iCent' and download the app from Google Play Store or Apple App Store	Enter or select the destination country the institution name from the drop down	Enter a valid email; a secured PIN will be sent to the email that can be used for successful login	Fill in the prerequisite forms to provide more information about yourself and continue to institution dashboard
			

Step 2: select **Canada**

Step 3: select **Richmond International Education – SD38**

Step 4: enter the information as required. It's important that this information is entered accurately.

As well, **make sure that your push notifications are turned on**, as we'll be sending you important updates through the app.

Once you've completed these steps, check out the different sections for the app for helpful information to ensure you safely arrive in Canada and enjoy your time in Richmond.

2) ArriveCAN App

Step 1: 48 hours prior to departure, download and complete the **ArriveCAN** App at:

[iPhone/App Store](#) [Android Devices](#)

This app must be set up before you arrive at immigration in Canada because the immigration officer will provide you with a **TOKEN NUMBER** you will need to enter.



To set up the app, please follow instructions below:

Let's get started

This tool is used to facilitate the collection of information needed to administer and enforce legislation to help contain COVID-19 and keep Canadians safe and healthy. You will only need to fill this out once per household.

Skip **Next**

Help us contain COVID-19

Finish as you go

Fill in your details to reduce wait times at Canadian ports of entry and limit points of contact. The app works in airplane mode and allows you to save your information to submit upon arrival at the airport or border.

Skip **Next**

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

Submit your form

To submit your information, you will need to enter a token - available on-site at Canadian airports and borders - upon your arrival.

Skip **Next**

Submit information at the port of entry

Enter your information

Add Traveller
Add your details here. If you are traveling as part of a family or group, you can add multiple travellers after.

Surname
Smith

First Name
John

Enter an Middle Name (optional)

Off Birth
1-01-31

Supports multiple travellers

Travellers

- ✓ Smith, John
- ✓ Smith, Jackie

ADD ANOTHER TRAVELLER

Complete the questionnaire

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

Remember! You can get the token at the port of entry

Thank you for filling out your travel information

at Step
will need to enter a token - available on-site at Canadian airports and borders.

Number
If a token number

Next

Show your receipt to an officer

You Summary

APPROVED: Vancouver International Airport
FLIGHT #: 123456
DATE: Apr 16, 2020, 10:44 PM
TRAVELLERS:
TRAVELLER:
John Smith

Present this Reference Code to the Border Services Officer

Next

3) BC Self-Isolation Declaration Plan

In addition to **ArriveCAN**, students must also fill out and print the **MANDATORY BC Self-Isolation Declaration Form** for the Government of BC in advance.

https://www2.gov.bc.ca/assets/gov/health-safety/support_for_travellers_print.pdf

Please follow these steps to ensure you can enter Canada safely and smoothly:

- 1) Fill out and send a copy to the RIE office via **RIE iCent App**.
- 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/>.

Upon receipt of the complete form, RIE will issue you a **Letter of Support** for “non-discretionary travel” purpose to Canada.

Packing – Documents and Forms

You must ensure you have the following documents and forms packed in your **carry-on luggage**. Please check the boxes as you pack the documents and forms into your carry on luggage.

- Passport
- Study Permit (returning students) or Letter of Introduction (New Students)
- Letter of Acceptance/Readmission from Richmond International Education
- Letter of Support from RIE
- Custodianship Declaration documents
- Confirmation of health insurance coverage
- Homestay profile and contact information
- Contact information sheet for Richmond International Education / Homestay staff, including 24/7 emergency phone number (Found on RIE iCent App)
- Print out of **BC Self-Isolation Declaration form**, with a back-up copy on your phone
- Accommodation information:
 - Homestay information, if staying with a homestay family.
 - Bring your RIE homestay profile if staying with a RIE homestay family. This information should also be on your self-isolation declaration.
 - Hotel booking confirmation (if applicable)
 - Information on your private accommodation for self-isolation – including full name of adults living in the home, home address, email and phone number
 - Information on your custodian, including full name and contact details

- Full contact information for person picking you up at the airport
- Prescription medication & hygiene products

Packing - Items

It is recommended that you also have the following items in your **carry-on luggage**:

- Change of clothes (in case of delayed luggage)
- Masks (2 or more)
 - Disposable face masks and/or reusable cloth face masks
- Travel-sized bottle of hand-sanitizer (100 ml or less) in clear bottles
- Disinfecting wipes
- Personal and feminine hygiene products

It is recommended that you also have the following packed in you **checked baggage**:

- One large bottle of quality hand sanitizer
- Sufficient clothing for 14 days in case laundry is not available during self-isolation/self-quarantine
- Additional masks

You should also have a cell phone as well as a laptop or tablet when coming to Canada to study for the 2020-2021 school year.

Before Leaving

- Check with your airline for protocol and guidelines for travel information.

When Travelling

While at the airport and during the flight, please ensure to do the following:

- Wear a mask
- Practice physical distancing (minimum 2 metres from others, when possible)
- Wash hands frequently
- Avoid touching face
- Use hand sanitizer as necessary, particularly before eating, using the washroom and after touching high touch surfaces.
- Sanitize personal space
- Keep mobile phone charged
- Bring snacks as restaurants or stores may be closed
- Bring a refillable water bottle

What to Expect Upon Arrival in Canada

Upon arrival in Canada, please follow directions around physical distancing and walking channels. If you are staying with a homestay family, please contact them to let them know you have arrived. There is free Wi-Fi available throughout the Vancouver International Airport (YVR).

You will go through Canada Customs upon arrival in Canada. Please refer to the **Packing Documents and Forms** section - you will need these documents when going through customs. A document checklist is found on the RIE **iCent App**.

If you are a new student who has a Study Permit Approval letter, make sure to pick up your Study Permit before getting your luggage. If you are unsure what to do, ask! Multilingual airport staff are available immediately after you clear customs.

Please meet your homestay outside the terminal, or look for the driver holding the “**Executive Hotel**” sign when leaving the baggage area. (Executive hotel shuttle needs to be confirmed in advance). You can also take a taxi to your final destination. **Transportation details must be made and confirmed before arrival.**

Self-Isolation/Self-Quarantine Requirement

Government Guidelines

Once you arrive at your destination, the governments of Canada and British Columbia requires you to self-isolation/self-quarantine for 14 days. You will need to stay in your room for 14 days and avoid contact with others. If you do see others, keep 2 metres apart and wear a mask if possible.

Please note that Government of Canada officials may call you to see if you are following these guidelines. **Please do not be alarmed, as this is normal.** You should be prepared to answer a phone call from **1-855-906-5585** or **613-221-3100**.

Sample Questions

- Are you self-isolating/self-quarantining?
- Are you staying with anyone else?
- Have you had any visitors?
- Do you have any access to fresh air?
- Have you gone out?
- Do you have own bedroom?
- Do you have own bathroom?
- Who is cooking?
- How do you get groceries?

Government officials will never ask for any personal information, such as information regarding your finances or bank accounts. If you receive a call asking about your finances, family or personal information, hang up and contact RIE.

RIE staff members will also be contacting you, your custodian and/or homestay regularly during the 2-week self-isolation period to ensure you are well.

You can also contact the RIE office number (+1-604-668-6217). This number is monitored from 8:30AM to 4:30PM (Pacific Time) each day or at our RIE Emergency number 778-835-3822.

This can be used for emergencies after 4:30PM and 8:30AM. Lastly, you can reach us by email at study@sd38.bc.ca

Student Responsibilities

Please note that self-isolation/self-quarantine is mandatory, and not optional. These measures are in place to protect you and others around you.

You will need to stay in your assigned room and keep away from others while practicing good hygiene. This means washing your hands frequently with soap and water for at least 20 seconds, showering every day, and covering your mouth and nose with your elbow (or tissue) when coughing or sneezing, and cleaning the bathroom regularly.

How to Protect Yourself and Others during Isolation

Do's

- Wash your hands regularly and frequently with plain soap and water for at least 20 seconds.
- Use hand sanitizer with at least 60% alcohol content. Antimicrobial soap is not required for COVID-19.
- Cough and/or sneeze into your elbow or use a tissue to avoid coughing or sneezing into either your hands or into the air.
- Dispose of used tissues right away into a trash bin and immediately wash your hands.
- Stay in your room as much as possible and keep a distance of 2 metres (6 feet) between yourself and others.
- Use a separate bathroom if you can. Clean the bathroom regularly with household cleaning products. Flush the toilet with the lid down.
- Ensure there is air circulation in the room to maintain good airflow that is away from others.
- Use a separate towel, kept away from others.
- Greet others with a smile and wave, do not have direct physical contact such as hugs or handshakes.
- Keep your personal items (i.e., toothbrush, cups, cell phones, tablets or laptops) separate from those belonging to others.
- Empty garbage frequently and wash your hands immediately afterwards.

Don'ts

- Do not share food or drinks with others.
- Do not share dishes, cups, eating utensils with others.
- Do not go to school or public areas.
- Do not use public transportation.
- Do not invite others into your room. If you need an item, ask others to leave it in the front door. Continue self-monitoring for symptoms. **If you develop cough or fever, call and report to 8-1-1. If you are having trouble breathing, call 9-1-1.**

Laundry

Please follow the rules as set by the homestay or hotel to ensure a safe and clean environment for everyone.

If staying in a standard room of the Executive Hotel, you will have access to the laundry service. The staff will wash your clothes for a cost, though the hotel is offering Richmond students a 10%

discount. Please check the laundry information in your hotel room for more information, or ask the hotel for more details. If staying in a condominium suite, you will have access to a washer and dryer in your room.

If you do have access to a laundry machine, wash your clothes as you would normally, using the hottest water indicated on the washing instructions. Dry clothes well and do not wash or fold others' laundry.

What to do during Self-Isolation/Self-Quarantine

New Student Orientation

Richmond International Education is preparing a fun and informative two-week orientation program for new students. You'll learn more about Richmond, take a virtual tour of your school and even get a chance to chat with your vice-principal. We look forward to welcoming you!

Stay Connected

Be sure to stay connected with your friends and family back home. During orientation, we will also be introducing you to other new students attending your school, so you can look forward to making some new friends.

Stay Healthy

If staying with a homestay, find some time to be in the backyard each day if it's possible, while respecting the self-isolation/self-quarantine requirement and as arranged by the homestay and the government. This may mean sitting in the backyard, or another area of the property outdoors. *Do not* go into other public areas in the hotel/house, unless you are given permission. You also cannot leave during the 14-day period. If you are staying in the hotel, make sure to get plenty of fresh air and natural sunlight from the windows.

Make sure to stay entertained by reading books, studying English, watching movies, or any other hobbies you would like to do in your room. Trying something new like yoga or working out online.

The [Richmond Olympic Oval](#) offers daily workouts for free via their Instagram page. Be sure to follow [@richmodo](#) on Instagram for more information. doyogawithme.com offers many free yoga classes for beginners and advanced yogis.

Also, since you will be tired, try to get lots of rest and get to bed early.

If at any point you are not feeling well, contact us immediately to help you complete an online self-assessment to determine if you need further testing.

You can also visit <https://ca.thrive.health/> or call 8-1-1.

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>

COVID-19 and Children in School:

<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-k-12-schools.pdf>

Richmond School District

<https://www.sd38.bc.ca/>

<https://www.sd38.bc.ca/covid-19-updates>

Richmond International Education

<https://studyinrichmond.sd38.bc.ca/>

Important: Complete the [Travel and Arrival Protocol Checklist](#) to complete this process. Please review, sign and submit through the iCent App before travelling.