

Together We Learn



**Central Okanagan  
Public Schools**  
International Education



# **International Student Arrival Guide**



## **Keeping Safe During COVID-19**



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**Central Okanagan  
Public Schools**  
International Education



## International Education Contact Information

Central Okanagan Public Schools  
International Education Program

1040 Hollywood Road  
Kelowna BC  
Canada V1X 4N2

Email: [international.education@sd23.bc.ca](mailto:international.education@sd23.bc.ca)

Phone: 250.470.3258

Fax: 250.870.5188

Office Hours: 8:00 am to 4:00 pm



**Emergency Phone Line: 250-801-5684**

**Monitored 24 hours a day by one of our staff members**

## Homestay Coordinators

MBSS/CNB/GMS	Lori McPhail	<a href="mailto:lori.mcphail@sd23.bc.ca">lori.mcphail@sd23.bc.ca</a>
RSS/GES/RMS/OKM	Carolina Moreno	<a href="mailto:carolina.moreno@sd23.bc.ca">carolina.moreno@sd23.bc.ca</a>
KSS/KLO/KNOX/CFM	Nathalie Messent	<a href="mailto:nathalie.messent@sd23.bc.ca">nathalie.messent@sd23.bc.ca</a>
GENERAL INQUIRES		<a href="mailto:homestay@sd23.bc.ca">homestay@sd23.bc.ca</a>

## Administration

District Principal	Raquel Steen	<a href="mailto:raquel.steen@sd23.bc.ca">raquel.steen@sd23.bc.ca</a>
Assistant Superintendent	Rick Oliver	<a href="mailto:rick.oliver@sd23.bc.ca">rick.oliver@sd23.bc.ca</a>



## Introduction

Our top priority is the health and safety of our students, host families, schools, and communities.

Please take some time to review the travel and arrival protocols information in this package. To be granted entry into Canada, it is important that students follow the protocol.

We are obligated to follow the regulations and recommendations of the Canadian and BC provincial governments and the local public health authority.

Government authorities may fine students for non-compliance in certain situations.

We look forward to welcoming you to the Central Okanagan Public Schools International Program. We must ensure the health and safety of our students and host families. The following document will outline the expectations of government and health authorities. Students must abide by these expectations to participate in the program.

After reviewing this document, please sign and have your parent(s) sign on page 17 to acknowledge that you have all read the travel requirements. Bring this document with you in your carry on luggage.

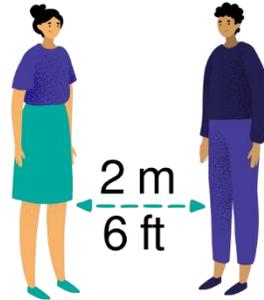


## COVID-19 Vocabulary

Below you will find some 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.





## Pre-Departure

### Communication & Relationship Building

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. Please also enter the International Education Emergency Number into your cell phone **+1-250-801-5684**



### Medical Check / Testing

Students 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. This is not mandatory for entry into Canada, but is a recommended additional precaution.



### Packing

Include the following in your carry-on bag: Passport, Study Permit or Letter of Introduction, Custodianship Documents, Letter of Acceptance, Letter of Non-Discretionary Travel, Host Family Profile with contact information, signed Safety Protocol Acknowledgment page 14 of this document, change of clothes, face mask, hand sanitizer and some snacks.





## Travel Documents – COVID Protocols

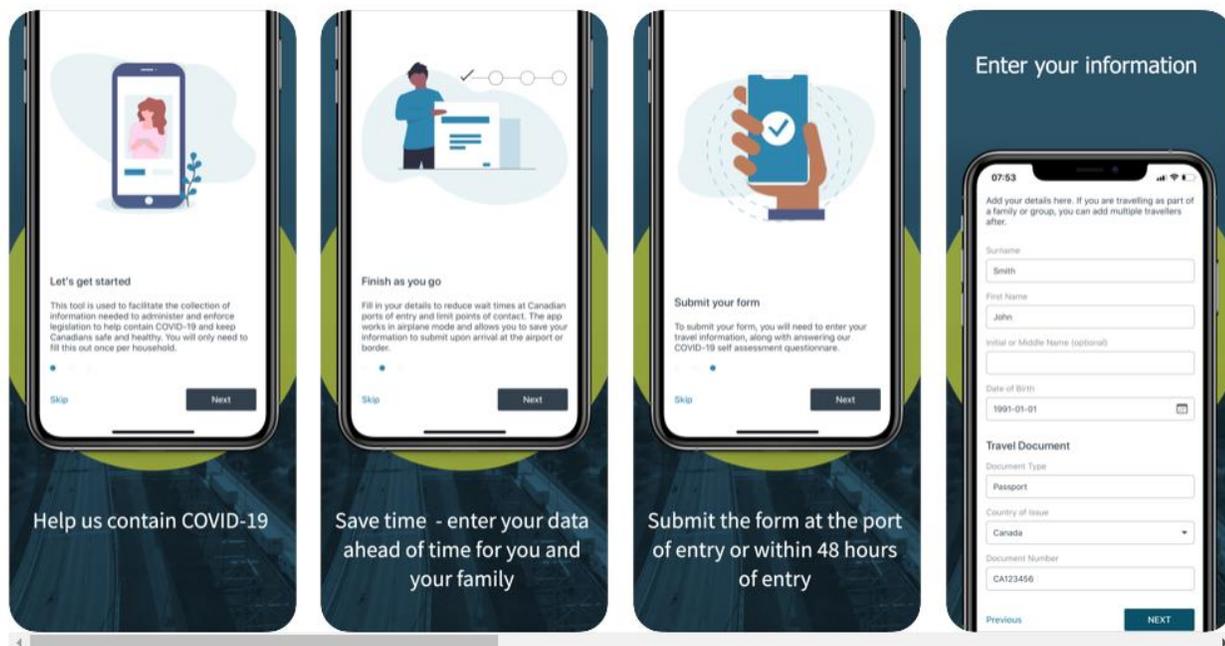
There are a few additional steps that are required for you to travel to Canada. The government of BC and of Canada require information about your self-isolation plan and basic contact information. You will also have a travel letter from our program sent to you before you depart. Please bring this letter with you on the airplane.



## Government of Canada Self-Isolation Plan APP

Before you leave your home country, you must download the [ArriveCAN app](#). You can download the mobile app for [iOS](#) or [Android](#). The APP asks for basic contact information. You need to **use your homestay family's address**. The APP also asks for a phone number. You can set up a Canadian phone account (see Student Information attachment for details), or **use one of your host family's phone numbers**. You should ask your host family which number is preferable. Host family phone numbers are on the homestay profile that was sent to you.

### iPhone Screenshots





## Best Practices for Airport and Flight

### Wear a Mask/Hand Washing

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



### 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. 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.





## Flight Changes

Students are asked to contact our **emergency phone line +1-250-801-5684** if their arrival time changes or if they need any assistance during their travels. Students should also contact their homestay family if their arrival time at the Kelowna International Airport is changed.

## Arriving in Canada

You finally made it! We are sure you are excited to begin your authentic Canadian experience in the Central Okanagan. Have the following ready for when you go through immigration:

1. Text your host family when you land.



2. Have your Canada App ready to show to the immigration officer.



3. Have a copy of your host family profile.



4. **Very important:**  
Don't forget your travel documents.



5. Meet your host family at the spot you decided with them.





## Self-Isolation/Quarantine

### Government Rules and Communication

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 should stay in your room and in the areas designated by your host family to avoid direct contact with your host family and others. Your family will provide more information about their home set up and the safe areas to access during the self-isolation period. This may include outside spaces in the yard.

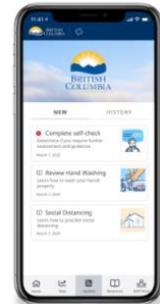


The government of Canada wants to make sure all new arrivals to Canada are safe and healthy. To do this border officials will assess your health when you arrive and ask you some questions. They will also call you or your host family to make sure you are self-isolating and following the law.



### BC COVID-19 APP

British Columbia has created an APP to provide you with up to date information and resources about COVID-19 including a self-isolation health monitoring tool. The app provides access to restart plans, statistics, testing information, on-line help, translated resources, etc. This may be a useful tool for you and your parents to get the latest news about our province. Please visit <https://bc.thrive.health> for more information about CB COVID app.



### Student Responsibilities

To keep you and your host family safe while you are self-isolating, it is important that you stay in your room and in the designated areas. 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 and sneeze and keeping your room clean.





## What To Do During Self-Isolation

### Stay Connected

Let your homestay family know if you need anything. Check with your host family to make sure you have access to wi-fi. Contact your friends and family when you are self-isolating. Your homestay coordinator will contact you to set up regular check in times by Zoom. It is important to check your email regularly for school and program updates.



### Monitor your Mental Health

Being in a new country is exciting but being in self-isolation may be challenging. Communicate with your host family regularly and let them know how you are feeling. Download the COVID-19 App and Daily Symptom Tracker to help you monitor your health during self-isolation - <https://ca.thrive.health>



We are all here to support you!

### Keep Me Safe

You have 24-hour access to our Keep Me Safe on-line counselling program. Keep Me Safe provides counselling in multiple languages. This program has trained counsellors who understand cultural differences and specialize in working with international students. You can access this service at- Keep Me Safe . Download the App for quick access. <https://www.guard.me/cosd/keepmesafe>  
We are all here to support you!



### 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.





## Travel and Arrival Protocol Checklist

### Pre-Departure

- Contact host family and discuss expectations, make sure they have a current photo of you
- Provide arrival information and exchange contact information (cell & email)
- Read this International Student Arrival Guide and how to self-isolate after travel when you live with other family members
- Bring a copy of this document. Please sign and ask your parent(s) to sign on page 17.
- Download Daily Symptom Tracker: <https://ca.thrive.health>
- Download the [ArriveCAN App](#) (iOS and Android)
- In carry on, pack the following:
  - Passport and study permit/letter of approval
  - Custodianship documents/Letter of Acceptance/Letter of Non-Discretionary Travel
  - Host family profile and contact information
  - Copy of this document signed by yourself and your parents
  - 2 masks, a pair of gloves, travel-sized hand-sanitizer, disinfecting wipes, snacks

### Airport

- Wear a mask
- 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 and confirm pick up point
- Wear fresh mask
- 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: Self-Isolation

- You are required to self-isolate for 14 days - this means staying in your room and designated areas in the house and social distancing from your host family
- Your homestay family will provide you with food, clean linens, a comfortable room, and internet access
- Keep your room well ventilated and clean - open your window to allow air circulation
- Practice good hygiene and use a separate bathroom if possible
- Clean the bathroom after every use
- Stay connected with friends, family and homestay coordinator by phone or internet
- Monitor your physical and mental well-being. If you are not feeling well, let your host family know.
- 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



## Safety Protocol Acknowledgement

Self-Isolation is a requirement of the Quarantine Act and is not optional. Students who are in private homestay arrangements or with parents must also self-isolate for 14 days.

By signing, I have read, understand, and agree to comply with the expectations listed in this document.

I understand if I do not follow these expectations, I risk being dismissed from the program.

Students and parents are responsible for any fines incurred due to breach of the Quarantine Act and regulations from the Government of British Columbia.

<b>Student - Legal Name (Print)</b>	
<b>Student Signature</b>	
<b>Date</b>	

<b>Parent's Full Name (Print)</b>		
<b>Signature</b>		<b>Date</b>
<b>Relationship (Circle One)</b>	Mother      Father      Legal Custodian Other (please specify): _____	

<b>Parent's Full Name (Print)</b>		
<b>Signature</b>		<b>Date</b>
<b>Relationship (Circle One)</b>	Mother      Father      Legal Custodian Other (please specify): _____	

**Bring this signed document with you**



## Resources

COVID-19 App and Daily Symptom Tracker:

<https://ca.thrive.health>

Kelowna Airport website for Travel Directives and COVID Safety Protocols:

<https://ylw.kelowna.ca/welcomeback>

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>

Frequently Asked Questions at Kelowna Airport:

<https://ylw.kelowna.ca/passengers/frequently-asked-questions>

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>

Tips for COVID-19 Public Health Guidance for K-12 Settings:

<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>

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>