



## COVID-19 International Student Safe Travel, Arrival and Quarantine Guide

The primary priority of Coquitlam College is the health and safety of our students. We are also obligated to follow the regulations and recommendations of various authorities, including the Government of Canada, and the Government of British Columbia and the city of Coquitlam public health authorities.

The Government of Canada has put in place an emergency order under the [Quarantine Act](#) which applies to all travellers arriving in Canada. Its purpose is to slow the spread of COVID-19 in Canada. Failure to comply with this order is an offence under the Quarantine Act.

**When you arrive at the border, you will need to prove to the Canadian Border Services Agency officers that your trip is essential at this time.**

You also need to have an adequate plan to quarantine for two weeks. An adequate plan includes a plan to get from the airport to your self-isolation location with no stops, a location where you can safely self-isolate in accordance with Public Health guidelines, and plans for how you will access food and any other necessities required during your self-isolation. Failure to meet these requirements may result in being denied entry to Canada or having to carry out quarantine in a government-approved facility.

Currently, **only international students whose study permits were approved on or before March 18, 2020 are approved to travel to Canada.** No other international students are approved to travel to Canada at this time. Additionally, IRCC states that travelers to Canada should be travelling for an essential (non- discretionary) purpose.

Whether you are using a homestay provided by Coquitlam College or making your own self-isolation arrangements, please be sure to review the information in this guide prior to your arrival.

### 1. Pre-Arrival and Communication:

**For students: Ensure that you check off every item on this list prior to booking your flight!**

- To confirm that your travel is considered essential, you can email or call [Canada Border Services Agency](#) at [contact@cbsa.gc.ca](mailto:contact@cbsa.gc.ca) or 1-204-983-3500. If you are calling, ask for the agent's badge number.
- Preview this COVID-19 International Student Safe Travel, Arrival and Quarantine Guide.



- Register for the Coquitlam College homestay program or make your own self- isolation arrangements in accordance with [Government of Canada](#) and [Province of BC](#) regulations. Public and communal living areas must be avoided such as hostels and residences with shared living accommodations which are not acceptable for quarantine or isolation.
- Make sure that you have private or early-arrival medical insurance which will cover you during the mandatory self-isolation period.
- Sign and print the COVID-19 **International Student Safe Travel, Arrival and Quarantine Checklist** and keep this in your carry-on luggage.
- **Complete the International Student Quarantine Plan Form & Student Safe Travel, Arrival and Quarantine Checklist, and submit the completed and signed PDF to Coquitlam College at [travelletter@coquitlamcollege.com](mailto:travelletter@coquitlamcollege.com) prior to departure.** Bring a copy of both with you in your carry-on luggage.
- **Complete** the [BC self-isolation plan](#) & submit it online or download a PDF version of the form.
- **Download and complete the [ArriveCAN app](#)**
- Have documented proof for your reasons for travelling to Canada (i.e.. re: internet, housing issues)
- Request a letter of support for your travel at the following [link](#) at the Coquitlam College website. We can provide a letter for students in High School since these classes are in-person, but we cannot provide a letter claiming such for our University Transfer Program since all classes will be delivered remotely.
- Purchase a supply of reusable or disposable non-medical masks to bring with you.
- Make sure you can log into your Coquitlam College [Student Portal](#)
- Review and understand [the self-isolation requirements](#) as outlined by the BC Centre for Disease Control / BC Ministry of Health, also outlined in this Guide (below).
- **If you are ill, do not attempt to travel to Canada.**

**Coquitlam College will provide ongoing communication with students outside of Canada regarding safe travel to Canada and mandatory self-isolation by the following methods:**

1. Broadcast emails to new and existing students, including returning students non currently in Canada
2. Pre-arrival webinars including “Safely Returning to Campus”, “Quarantine info-session” with Q&A
3. Direct communication with advisors for 1:1 support via email or video-conference
4. Website updates and resources on the “Students Wishing to Travel to Canada” section of the COVID-19 page



## Messages across modes:

1. Requirement to notify Coquitlam College if intending to travel to Canada
2. Submission of self-isolation plan to Coquitlam College for tracking
3. Submission of self-isolation plan to the BC Government via the BC self-isolation plan (link above)
4. Submission of plan via the ArriveCAN app to the Government of Canada
5. Requirement to purchase medical insurance, detailed during registration process
6. Information about options for transportation options upon arrival
7. Information about PPE required including non-medical masks
8. Information about pre-vetted full-service self-isolation accommodation options and food service delivery options

## 2. When Travelling:

- Passengers on all flights departing or arriving at Canadian airports will be required to demonstrate they have the necessary non-medical mask or face covering during the boarding process otherwise they will not be allowed to continue their journey.
- When travelling by other modes of transportation, travellers are required to wear non-medical masks or face coverings.
- You should also bring, in your carry-on luggage, at least 2 masks, a travel-sized bottle of hand-sanitizer and disinfecting wipes.
- While travelling, you should also:
  - Practice social distancing/physical distancing.
  - Wash your hands frequently
  - Use hand sanitizer when necessary, and hand washing is not possible
  - Sanitize your personal space and high-touch areas such as seat belts and tray tables
  - Touch as few surfaces as possible
  - Keep your cell phone charged, in case of travel delays/changes

Canada's **mandatory quarantine/self-isolation instructions** for travelers returning to Canada without symptoms outlined in this [document](#).



Canada's **mandatory isolation instructions** for travelers returning to Canada with symptoms outlined in this [document](#).

**When arriving at the Canadian airport, you must have the documents outlined under Pre-Arrival (above) ready in your carry-on luggage to provide to Canada Border Services. Students will also be required to undergo a screening by a border services or quarantine officer to assess travellers for symptoms.**

### **Entering Canada through Vancouver:**

If you are entering Canada through the Vancouver International Airport (YVR), in addition to the [ArriveCAN app](#), you will also need complete the [BC self-isolation plan](#) that can be submitted online before, or when you arrive, or can be submitted in a paper form when you arrive. It is recommended to complete and submit the form online before the trip. After travelers complete the form online, they will receive a confirmation number and they need to carry that number with them when they travel. It is also recommended that you print out the self-isolation plan form to carry it with you while traveling. These are the guidelines as of June 17th. However, the guidelines could change, so before traveling to Vancouver International Airport make sure you check both the airport website and the provincial website for new mandatory travel questionnaires.

### **Arriving at YVR :**

- Wear a fresh mask and wash/sanitize your hands; you must wear a mask at all times at YVR.
- Pick up baggage while maintaining physical distancing.
- If using the Coquitlam College homestay program, we will provide private airport pickup at your request. You should sit in the back-seat passenger side, keep the windows down, and always practice physical distancing.
- Don't plan to take public transportation (Skytrain/rapid transit); instead, take taxi or Uber/Lyft, find a private driver or acquaintance to pick you up, or pre-plan with the airport pickup service via contact with Coquitlam College or if you are in Coquitlam College homestay.
- You can take a taxi or a ride-share (at YVR there is Uber & Lyft), but you must wear a mask and you must not make any unnecessary stops on your way home. You should sit in the back-seat passenger side, keep the windows down if possible, and always practice physical distancing.



- Go directly to the place where you will self-isolate, do not stop anywhere, and stay in your place of self-isolation for 14 days from the date you arrived in Canada.

## **Entering Canada through another airport, such as Toronto, Montreal or Calgary:**

If you are entering Canada through the Toronto Pearson International Airport (YYZ), the Montreal Pierre Elliot Trudeau International Airport (YUL) or the Calgary International Airport (YYC), please ensure that you have downloaded the Government of Canada's [ArriveCAN app](#).

## **3. During Self-Isolation:**

**During your self-isolation, Coquitlam College has 3 priorities:**

- 1. To comply with the Quarantine Act and Ministry of Health Guidelines**
- 2. To provide social, physical and emotional support to students during isolation,**
- 3. To prepare each student for post-quarantine success.**

**A member of the Coquitlam College Self-Isolation Confirmation Team (SICT) will contact you directly daily during your self-isolation period to confirm that you are self-isolating and that you remain healthy. In order to make contact with you, an member of our Self-Isolation Confirmation Team, who has been assigned to your file under the supervision of the Coquitlam College Health and Safety Liaison, will use the landline in the hotel room, your mobile phone number (overseas number is OK as we will use WhatsApp audio & video), or will schedule a Zoom check-in meeting. If a member of the CC SICT is unable to contact you or believes for any reason that you are not conforming to self-isolation requirements, the College is obligated to report your personal information and circumstances the RCMP.**

**Coquitlam College will monitor each self-isolating student in the following manner:**

- **Video or phone check-in daily**
- **Record-keeping of each student**
- **Submission of quarantine contact details with EQA at BC Government**



**For students: Ensure that you follow all the following requirements:**

- Ensure that Coquitlam College has your correct isolation address, and a telephone number with which we can reach you directly via telephone, WhatsApp or Zoom, before arriving in Canada.
- Ensure that Coquitlam College has received your correct arrival date which is the date your quarantine will begin.
- If necessary, communicate with Coquitlam College via our phone number 604-939-6633
- You are not required to take a COVID-19 test in BC BUT you **must use the [BC COVID-19 Self-Assessment Tool](#) at the end of your 14-day self-isolation** to verify you are healthy and can end your self-isolation, as suggested by the local BC public health authority. You will be required to provide evidence of this to the counselor whom you are in contact with at the end of your self-isolation.
- You agree to continue to self-isolate for the remainder of your two weeks (14 days) self-isolation period.
- Ensure that you have appropriate financial means to pay for food/delivery/meals etc during your self-isolation. This means that you have a credit card or debit card that you can use to pay for items since you may not be able to use cash.
  - Food delivery services are available, such as the following:
    - [Door Dash](#), [Uber Eats](#), [Skip the Dishes](#) or [Fan Tuan](#).
- Limit contact with others in the place of isolation.
- Stay in a separate room and use a separate bathroom from others in your home if possible.
- Do not have visitors.
- Do not leave your place of isolation unless it is to get medical attention.
- Do not use public transportation (e.g., buses, taxis) during self-isolation.
- Do not go to school, work, or other public areas.
- Do not go into the community, including the grocery store and pharmacy.
- If you need groceries, medication, or other essential items, arrange for orders to be delivered. Have items left at the door to minimize contact. Some of the many options available are the following:



- [Amazon.ca](#), [Save-on Foods](#), [Rexall Direct](#), etc. CC counselors will have more options
- If you must be in contact with others, practice physical distancing and keep at least 2 meters (6 feet) between yourself and the other person.
- Stay in touch with friends and family virtually via text, phone, Face Time etc.
  1. • Participate in Coquitlam College's virtual orientation, and pre-arrival webinars including "Safely Returning to Campus", "Quarantine info-session" with Q&A. Watch your email or check your CC portal for more details
- If your classes have started, attend your classes through remote learning. If your program has a face-to-face component be sure to advise your program coordinator that you are in self-isolation and will begin attending classes once you have completed your 14 days and are symptom free.
- Monitor your physical and mental health and reach out if you need assistance to your assigned member of the **Coquitlam College Self-Isolation Team (SICT)**, or dial 8-1-1, or 9-1-1 if it's an emergency.

## **If you develop COVID-19 symptoms:**

- If you develop symptoms of COVID-19 (e.g., cough, fever, difficulty breathing), download the Province of [British Columbia COVID-19 self-assessment tool](#) by downloading the support app or accessing it online at the link above to find out how to get further care.
- Most people with mild symptoms will recover on their own at home.
- If your symptoms are worsening to a point where you cannot manage at home, go to your nearest hospital emergency department, and/or call 911.



Coquitlam College Provisions for additional support for students with a positive case:

**A member of the Coquitlam College Self-Isolation Confirmation Team (SICT) will report this to the Coquitlam College Health and Safety Liaison who will remain in contact with the student to maintain socio-emotional support. Enhanced services will depend on case severity and include**

- **System navigation for accessing health services as needed**
- **Twice or more daily health check-ins with the student**
- **Enhanced needs assessment (food & medicine) and follow—up**
- **Updating of the quarantine timeframe with public-health guidance**

**Students are once again reminded that quarantine (self-isolation) is a requirement of the Quarantine Act and is not optional.**

#### **4. After Self-Isolation:**

The post-quarantine period is characterized by ongoing and regular communications related to student service offerings, student success programming and continued vigilance with regard to protecting self and community while COVID-19 presents a risk to our community.

Communication for international students is conducted newsletters, social media and the Coquitlam College website and intranet web-based portals for students.

Students can access the usual Coquitlam College resources and Student Services, including the following:

##### **Mental Health resources**

Students experiencing anxiety, depression or other mental health challenges arising from the COVID-19 pandemic have access to the following resource:

[Here2Talk](#), a new 24/7 mental-health counselling and referral service for post-secondary students.





# COQUITLAM COLLEGE

*Established 1982*

## **Enhanced technical support**

Coquitlam College offers IT support by members of our IT department.

Network Help Desk & Student email troubleshooting:  
[helpdesk@coquitlamcollege.com](mailto:helpdesk@coquitlamcollege.com)

Student portal and Moodle platform support:  
[myCChelpdesk@coquitlamcollege.com](mailto:myCChelpdesk@coquitlamcollege.com)

## **Student and Academic Advising**

Students can call the Coquitlam College main line 604-939-6633 to be connected with an academic advisor or counselor either directly by phone or email, or to set up a Zoom teleconference.

## **Coquitlam College International Student Mentoring Program**

The mentor program provides 1:1 peer social contact as well as support navigating the Coquitlam College and BC information systems as needed. CC student mentors are supervised by the Coquitlam College Activity Coordinator each semester, providing guidance or referral to other public and community services.

PHONE: 604-939-6633 FAX: 604-939-0336  
516 BROOKMERE AVE., COQUITLAM, BC, CANADA V3J 1W9  
[www.coquitlamcollege.com](http://www.coquitlamcollege.com)  
E-mail: [admissions@coquitlamcollege.com](mailto:admissions@coquitlamcollege.com)



**For students: Ensure that you follow all the following requirements:**

Continue physical distancing AFTER your self-isolation has ended – these recommendations apply to everyone:

- Keep at least 2 meters (6 feet) between yourself and other people. Where not possible wear a non-medical mask.
- Limit group gatherings.
- Connect via phone, video chat, or social media instead of in person.
- Avoid visiting elderly friends or relatives unless the visit is essential.
- Keep windows down for essential community trips via taxi or rideshares.
- While outside, avoid spitting in public, avoid crowds and maintain a distance of two meters (six feet) from those around you. Make an effort to step-aside or pass others quickly and courteously on sidewalks. Passing someone on the sidewalk is not considered close contact or a significant risk for exposure to COVID-19.
- Download the [BC COVID-19 App](#) for updates, critical alerts, self-assessment tool, and resources from BC public health.