

# FIC INTERNATIONAL STUDENT TRAVEL GUIDE

Welcoming you to Canada

# Welcome to Fraser International College!

Whether you are returning to FIC or starting your first semester of your college experience everyone at FIC is incredibly excited to support you through your journey.

The purpose of this guide is to help you prepare for your trip, to understand how to create a self-isolation plan, and to provide you with all the necessary supports you will need for self-isolation or quarantine.

At FIC, we have a team of dedicated Student Success Advisors who are available to support students for any questions they may have from academics to personal concerns. Advisors are also available if you need support in completing the required isolation plans or help in understanding and using the information in this guide. Please do not hesitate to reach out to the Student Success advising team anytime by email at [advising@learning.fraseric.ca](mailto:advising@learning.fraseric.ca), or by dropping into a Zoom appointment through your Student Portal!

We want to ensure that you are prepared and safe to transition to life in Canada prior to beginning your studies at FIC. This Guide is meant to offer you a starting point to learn about resources that will help to support you through that transition to life in Canada as well as to build a network of support, community, and connection as you complete your mandatory isolation or quarantine.

FIC is committed to creating a diverse, equitable, and inclusive community offering mental health and anti-racism support where students are comfortable in reaching out for personal help, asking questions, seeking support, speaking about health and well-being and addressing any other issues that personally impact them. As a community, we are all working together to use COVID-19 transmission control practices, including reporting of symptoms, isolation and quarantine, wearing masks or face coverings, physical distancing, hand-washing, proper hygiene, and sanitization.

Fraser International College is adhering to all Orders declared by Provincial Health Officers, and regularly monitoring Orders and public health guidance will be part of routine operations. We strive to keep students as up to date as possible as our plans, protocols, and processes are updated routinely to reflect the dynamic nature of the COVID-19 pandemic.

Please read through this guide carefully to start to plan your individual journey to FIC for your unique needs. Your health and safety are our number one priority and as circumstances are continually evolving, it is more important than ever to understand where you can connect for support, build community, and connection.

We wish you all the best in the start of your semester!

Sincerely,

Fraser International College

# Table of Contents

Arrival to Canada .....	3
Coming to Canada.....	3
FIC Self-Isolation and Quarantine Checklist .....	4
Accommodations.....	5
Transportation from Airport to Accommodation .....	7
Custodial Guardianship .....	8
Stay Fed, Stay Healthy .....	9
Groceries and Essentials .....	9
Meal Kit Delivery.....	10
Take Out Delivery Services.....	11
Health and Medical Insurance .....	12
Medical Insurance Providers .....	12
Finding Clinics and Pharmacies .....	12
Online Health Care Providers .....	13
Online Mental Health Resources .....	13
Important Phone Numbers .....	14
Getting Settled Locally.....	15
Financial – Setting up a Student Bank Account.....	15
Communication – Setting up a Canadian Phone Number.....	15
Wellness .....	16
Education .....	17
Entertainment .....	19
General Tips.....	20
Appendix .....	21
Guide to the FIC Student Self-Isolation Plan .....	21
Guide to the BC Self-Isolation Plan .....	22
Guide to the ArriveCAN Application.....	26
Mandatory Isolation Instructions .....	1
Mandatory Quarantine Instructions.....	3

# Arrival to Canada

## Coming to Canada

This guide has been prepared to help you plan for your arrival, and the arrival of your immediate family members, in Canada and to ensure you are prepared to follow the government mandated self-isolation COVID19 protocols.

Please read this IMPORTANT COVID-19 INFORMATION for all travellers to Canada:

All people returning to, or arriving in, Canada from international destinations are required to self-isolate for a period of 14 days under the Quarantine Act. This is a legal requirement of all travellers and it is enforceable by RCMP or local police with potential fines and imprisonment if not followed.

Travellers must submit a B.C. Self-Isolation Plan and complete the federal ArriveCAN application for approval prior to or upon their return to B.C.

FIC staff will support you in preparing for your trip and self-isolation. We have prepared the

### **Download the ArriveCAN app** ([iOS](#), [Android](#), or [web format](#))

- iPhone: <https://apps.apple.com/ca/app/canarrive/id1505394667>
- Android: [https://play.google.com/store/apps/details?id=ca.gc.cbsa.coronavirus&hl=en\\_US](https://play.google.com/store/apps/details?id=ca.gc.cbsa.coronavirus&hl=en_US)

Use this mobile app to speed up your arrival process in Canada and spend less time with border and public health officers. Submit your information easily and securely via the app within **48 hours before** arriving in Canada. The app helps you to:

- provide mandatory information that is required for entry into Canada
- avoid lineups and reduce points of contact at the border
- provide updates on your quarantine compliance and the development of any symptoms during the 14 days after arriving in Canada

Guide as a resource to ensure you are following COVID19 protocols and that your arrival to Canada is safe.

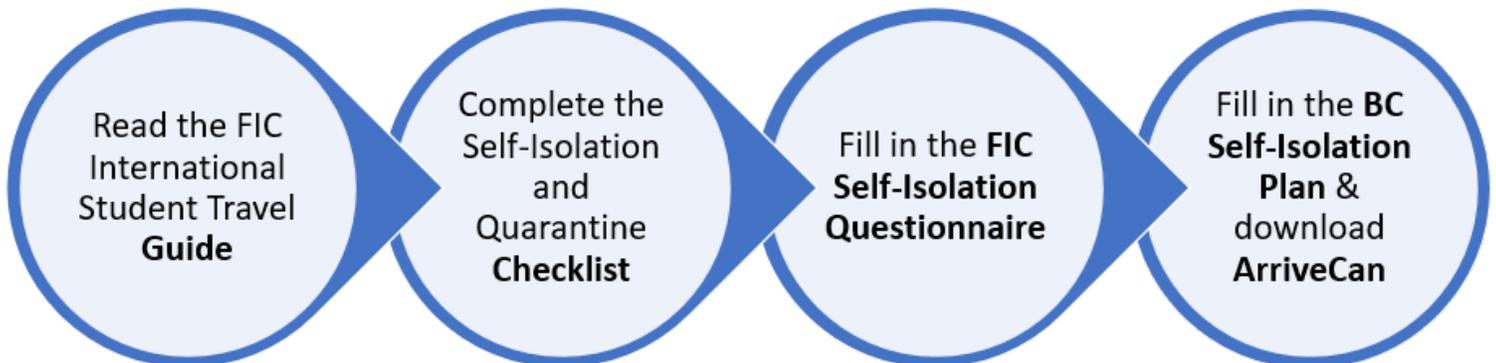
**To begin, please read and use the following checklist to help you construct the FIC Self-Isolation plan, which will help you complete the Government mandatory BC Self-Isolation Plan.**

## FIC Self-Isolation and Quarantine Checklist

Please use the following checklist to guide you through the necessary steps to prepare for your government mandated 14-day isolation upon arrival in Canada.

The FIC Self-Isolation and Quarantine Guide below will also have resources and recommendations to support you to complete the checklist to ensure you are fully prepared to arrive.

- Find appropriate accommodations where you can self-isolate
- Arrange to have food and necessary supplies for the 14-day period
- Arrange for Guardianship, if under 19 years of age
- Determine the closest clinic and hospital to your accommodations
- Learn about additional community resources for physical and mental health:
  - Guard Me Medical Insurance
  - Mobile Doctor
  - MySSP (Keep Me Safe)
  - 811
- Determine an Emergency Contact
- Arrange transportation from the airport to your isolation accommodation
- Review all additional resources to support with the transition to life in Canada
- Complete the FIC Self-Isolation Questionnaire
- Complete the mandatory BC Self-Isolation Plan, 48 hours before travel
- Complete the Federal ArriveCan application, 48 hours before travel
- Arrive in Canada
- Check in with your Designated Support Person every day
- Monitor yourself and family for symptoms and report through ArriveCAN
- Engage in the community, build connections, and rest



- Do this so you are aware of all the resources available to help with your arrival to Canada.

- Organize all necessary arrangements prior to arriving. They will be needed in your isolation plans.

- This is required by FIC and will also prepare you to complete the BC Self-Isolation Plan.

- This is required by the Canadian Government to track everyone who arrives in Canada.

## Accommodations

Students arriving in Canada need to ensure they have suitable accommodation in order to complete their 14-day self-isolation or quarantine.

It is recommended that you arrange accommodations where you are completely isolated, however your accommodations should meet the following criteria:

1. Avoid staying in a home with those with a weak immune system or chronic health conditions
2. Ensure there is good airflow in the room and you are away from others
3. You can access to a separate bathroom
4. Avoid face-to-face contact with other individuals in the home

If you already have a house or apartment, your home may be a suitable place to quarantine, however there are additional options in the event that you are in a living arrangement in which you are not able to fully isolate from others, primarily hotels. Homestay arrangements may be available upon request.

Hotels are committed to providing a safe and clean environment for all guests and have a series of health and safety protocols that they are obliged to follow. A specialized disinfectant is used to clean all surfaces in each room, equipment such as remotes, and all surfaces in public areas. Public areas are disinfected multiple times daily, including furniture, elevator buttons, and the front desk. Staff are trained to use gloves for all interpersonal interactions and practice social distancing amongst themselves and with hotel guests.

Hotels may provide additional services and have additional requirements if a student is self-isolating for 14 days. Please inquire at the time of booking.

### Hotels

Hotel	Rate <sup>1</sup>	Features	Booking Procedure
<b>Accent Inn Burnaby</b>	\$85/night	<ul style="list-style-type: none"><li>• Kitchenette in most rooms</li><li>• Complementary Wi-Fi</li><li>• Exterior entry to rooms (no hallways)</li></ul>	Call central reservations at 1800 663 0298 and ask for self-isolate rate. Or can email <a href="mailto:accent@accentinns.com">accent@accentinns.com</a>
<b>Holiday Inn Express Metrotown</b>	\$99/night	<ul style="list-style-type: none"><li>• Breakfast to go</li><li>• Free parking</li><li>• Free Wi-Fi with TV casting from your Phone</li><li>• Convenient location close to major grocery stores and take out restaurants</li></ul>	Call 604-438-1881 or email <a href="mailto:sales@himetrotown.ca">sales@himetrotown.ca</a> to book.

<b>Hilton Vancouver Metrotown (4-star hotel)</b>	\$109/night	<ul style="list-style-type: none"> <li>• Free Wi-Fi</li> <li>• In house meal options possible</li> <li>• Microwave in all suites</li> <li>• Newly renovated suites</li> <li>• Convenient location to grocery stores and take out restaurants</li> </ul>	Call 604-438-1200 or email <a href="mailto:yvrvm-salesadmin@hilton.com">yvrvm-salesadmin@hilton.com</a> to book.
<b>Executive Suites Hotel Metro Vancouver (Burnaby)</b>	\$100/night	<ul style="list-style-type: none"> <li>• In house daily meal option</li> <li>• All suite hotel with kitchenettes</li> <li>• Close to grocery stores and take-out food options</li> </ul>	Contact 604-297-2111 or email <a href="mailto:dos.bby@executivehotels.net">dos.bby@executivehotels.net</a> Special Offer for International Students available August 15 <sup>th</sup> – September 7 <sup>th</sup> . For offer booking use Booking ID 29692 (\$100 airport transportation credit)
<b>Delta Burnaby Hotel (4-star hotel)</b>	\$149/night	<ul style="list-style-type: none"> <li>• Starbucks on site</li> <li>• In house meal options and restaurants onsite</li> </ul>	Contact Lavinia Morin, Director of Sales and Marketing, Delta Burnaby at 604-453-0754 or email <a href="mailto:Lavinia.morin@deltahotels.com">Lavinia.morin@deltahotels.com</a>
<b>Element Vancouver Metrotown (4-star hotel)</b>	\$189/night	<ul style="list-style-type: none"> <li>• All suite hotel</li> <li>• Eco-Friendly hotel</li> <li>• Full Kitchenette available in rooms</li> <li>• Contactless delivery</li> </ul>	Contact 604-568-3696 or email <a href="mailto:infor@elementmetrotown.com">infor@elementmetrotown.com</a>
<b>GEC Granville Suites</b>	\$1300 for 14 days	<ul style="list-style-type: none"> <li>• Mini fridge, microwave, kettle, and coffee machine – kitchenette upgrade available</li> <li>• Unlimited Wi-Fi</li> <li>• Contactless food, grocery, laundry, and restaurant on site</li> </ul>	Rates are for 14 nights only and bookings have to be made 7 days or earlier prior to check-in For questions email: <a href="mailto:reservation@gecliving.com">reservation@gecliving.com</a> Book here: <a href="https://gecliving.com/inquiry/fic/self-isolation/">https://gecliving.com/inquiry/fic/self-isolation/</a>

<sup>1</sup> Rates are per night and exclusive of applicable fees and taxes, unless noted and subject to change

## Homestay

Homestay	Rate	Features	Booking Procedure
<b>First Choice International</b>	Please visit: <a href="https://myfci.ca/fees/">https://myfci.ca/fees/</a>	<ul style="list-style-type: none"> <li>• Meal options</li> <li>• Private bedroom with closet and desk</li> <li>• High-speed internet and telephone</li> <li>• Use of in-house laundry facilities.</li> </ul>	To apply click here: <a href="https://myfci.ca/applications/">https://myfci.ca/applications/</a> For more information: Phone: +1-604-984-0868 Email: registrar@myfci.ca

## Transportation from Airport to Accommodation

There are multiple transportation options that you can use to get to your accommodations once arriving to Vancouver. Depending on whether you are required to Isolate or Quarantine your options may vary. Wearing a mask or face covering will be required during transportation.

Please see below to better understand the difference between isolation and quarantine and the options available to you. It is preferable to arranging private transportation.

### Mandatory Isolation

- means the separation of persons who have COVID-19 or who have signs and symptoms of COVID-19 from others to prevent the spread of the disease.
- is for those who have tested positive for COVID or are showing symptoms
- students must arrange private transportation and are not permitted on public transport

### Mandatory Quarantine

- not showing symptoms but may have come in contact with the disease
- means the separation of persons from others to prevent the possible spread of disease.
- use private transportation to get to your place of quarantine, if possible.

Types	Information	Booking Procedures
<b>Taxis</b>	<p>Taxis are available at taxi stands located at the International Arrivals Area at YVR. There are multiple taxi companies. The taxis use a meter system so the cost will depend on the location of your accommodations.</p> <p>Vancouver Taxi: 1 604-871-1111            Yellow Cab: 1 604-681-1111            Black Top &amp; Checker Cab: 1 604-731-1111</p>	<p>Taxis and wheelchair accessible vehicles can be found outside of the YVR building (level 2) at the taxi stands.</p>
<b>Beaton's Meet and Greet</b>	<p>Beaton's Meet and Greet is a student transportation service. Look for Beaton's Meet and Greet sign with the red leaves once you enter the arrival hall. Alternatively, you can message or call at +1 604-377-5455 (Whatsapp, Line, WeChat, Kakaotalk). For International flights, wait by the store just outside of the arrivals. For domestic flights, wait at the luggage carousel. You can find more details on Travel Guides in all languages <a href="#">here</a>.</p>	<p>Beaton's Meet and Greet car service has to be booked in advance through their website <a href="#">here</a> at a rate of \$70/person to Vancouver &amp; surrounding area.</p>

<b>Uber</b>	Uber is an International company which you can use to submit a trip request that is automatically sent to an Uber driver near your location. You can track their arrival on the map and wait for them at your pickup location also shown on the map. You can make sure you're getting into the right car by matching the license plate, car model, and driver photo with what's provided on the app. You can pay by submitting your card details on the app or in cash.	There are two ways to book an uber. First, you can go to the Uber website at Uber.com. Sign up then add 'YVR' as a pickup location, choose the date and time and follow the instructions. Alternatively, you can book an Uber once you arrive through downloading the app on your smartphone, adding the drop-off location, then confirming your ride. Your driver might connect via the app or call you to confirm pickup location specifically.
-------------	---	---

## Custodial Guardianship

In Canada, an individual under the age of majority is a minor in Canada. In British Columbia, the age of majority is 19 years, so individuals under the age of 19 require a "Custodial Guardian" to ensure that that the student is safe and has the support needed to live in Canada.

Guardians will support students in many areas of their life based on their individual needs to ensure they are successful.

Here are some ways that a guardian will support students:

- Maintaining regular communication to support students with questions and concerns
- Signing official documents for activities or services which require waivers
- Ensuring students understand federal, provincial, and municipal laws and regulations
- Communicating with the school regarding academics, process, and transition
- Supporting with opening accounts for cell phones, bank, etc.
- Responding to emergencies, making medical decisions, and overseeing the general health and well-being of the student
- Offering support with homestay families or residence

Guardianship	Fees	Booking Procedure
<b>First Choice International</b>	Please visit their webpage for a list of services: <a href="https://myfci.ca/fees/">https://myfci.ca/fees/</a>	To apply click here: <a href="https://myfci.ca/applications/">https://myfci.ca/applications/</a>  For more information: Phone: +1-604-984-0868 Email: <a href="mailto:registrar@myfci.ca">registrar@myfci.ca</a> Website: <a href="https://myfci.ca/services/guardianship/">https://myfci.ca/services/guardianship/</a>

# Stay Fed, Stay Healthy

## Groceries and Essentials

Below are some retailers that offer delivery service for essential food and personal items. It is important to order supplies to maintain good hygiene, such as soap, shampoo, toothbrush, toothpaste, and toilet paper. Please consider ordering some medication like, Vitamin C, cold and flu medication. When ordering food, please keep in mind the difference between perishable and non-perishable food items.

**Perishable Foods** are items that likely need to be refrigerated otherwise they will spoil



**Non-Perishable Foods** do not require refrigeration and will last a long time



 <b>Walmart</b>	 <b>Amazon</b>	 <b>Instacart</b>	 <b>Save-on-foods</b>	 <b>Kiki's</b>
Is a large supermarket	Online shopping and delivery system	An online hub for multiple supermarkets based on your address	Is a large supermarket	Is connected to a local supermarket called Persia Foods
Requires an account				
There is a delivery fee of \$9.97 Minimum order value of \$50 (before taxes and fees) to be eligible for Grocery Delivery	Amazon Prime allows for free delivery and potential quicker If do not have Amazon Prime delivery fees depend on the items	Instacart Express is a membership which has an annual fee but with it \$0 fees on orders of \$35 or more Supermarkets includes Walmart, Shoppers Drug Mart, T&T Supermarket etc.	Minimum order Value of \$40 (before taxes and fees) Ability to order 30 days in advance- which allows for you to pick desired delivery timeslot	Free deliveries over \$30 (before taxes and fees), a charge of \$4.95 if your order is under \$30
App is available				App not available

## Meal Kit Delivery

There are several local companies that deliver easy-to-assemble meal kits. These come with the ingredients and recipes to help you make the meal yourself. Some of these services require you to cook the meals at home, others deliver cooked meals to you. All these companies are subscription-based with varying costs per meal.

Below is a list of some of the services readily available in Vancouver.

### [2 Guys With Knives](#)

Gluten-free and fully customizable meal plans consisting of lean proteins, low-glycemic carbohydrates, and tasty veggie combinations.



### [Blue Apron](#)

Chef-designed recipes such as Mediterranean meals, one-pan dinners, and top-rated customer favorites. They shop, chop, and deliver, so all you have to do is follow the step-by-step instructions.



### [Eat Your Cake](#)

Affordable and convenient meal plans, delivered ready to eat – no cooking required! Customizable packages to fit any budget.



### [Fresh Prep](#)

Cook amazing meals in less than 30 minutes. They shop, chop, and deliver fresh ingredients directly to your home or office weekly.



### [Good Food](#)

Weekly grocery delivery service. Fresh, and high-quality food delivered straight to your door, at good prices!



### [HelloFresh](#)

HelloFresh is a meal kit delivery service! We plan, prep, shop, and deliver fresh ingredients straight to your door. All that's left for you to do is cook. So sit back, relax and let HelloFresh take care of the time-old question of "What's for dinner?"



## Take Out Delivery Services

The services below deliver already cooked ready to eat foods from a variety of restaurants. Each of these services drive to the restaurant to pick up the food, but these services are not restaurants themselves. This means that the driver is typically not associated with the actual restaurant.

Some restaurants will have delivery fees typically between \$2-\$5, however sometimes you qualify for free delivery if spend over a certain price for the entire order, typically between \$20-\$30.

You can leave instructions for drivers in the app to ask them to call you on arrival, leave the meal on your doorstep, or to go around to the back of a basement suite. Each app will tell you what payments are accepted.

**Visa gift cards may be an alternative if you do not have access to an international credit card but please check with each location.**

 <p><a href="#">Skip the Dishes</a></p>	 <p><a href="#">Uber Eats</a></p>	 <p><a href="#">DoorDash</a></p>	 <p><a href="#">Fan Tuan</a></p>
<p>Rated Vancouver's most popular take out service</p>	<p>Known for fast delivery</p>	<p>An additional option for busy days</p>	<p>Known for having a variety of Asian restaurants</p>
<p>Credit or debit.</p>	<p>Credit, debit, Paypal, or gift card</p>	<p>Credit or debit.</p>	<p>Credit, debit, WeChat</p>

## Ahmed's Pantry

FIC has a community pantry that is stocked with non-perishable food items, such as canned goods, as well as essential toiletries and supplies, such as toothpaste and soap. Students can take supplies that they require and also donate supplies for others. Students who may be facing financial difficulties can connect with [advising@learning.fraseric.ca](mailto:advising@learning.fraseric.ca) to discuss arranging contactless pick up or delivery of items from Ahmed's Pantry.



# Health and Medical Insurance

If you need medical attention (doctor) or to access medical drugs the following services can be used during self-isolation or quarantine.

## Medical Insurance Providers

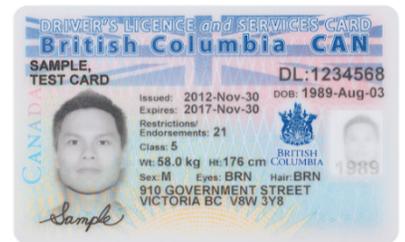
### Guard Me

- Guard Me insurance is mandatory for all student at FIC and will be active unless you have previously opt-ed out.
- The FIC Student Guard Me Portal has a lot of useful links to search for clinics, submit claims online and register for Mobile Doctor, and MySSP.
- Your Guard Me insurance is meant for new or emergent conditions.
- Go to the [FIC Medical Insurance](#) page to look at the Guard Me Brochure and what is covered.



### MSP (Medical Services Plan)

- BC MSP is a provincial medical insurance plan. Please go to the MSP website to look up your [eligibility](#). International student who are enrolled are required to pay an International Student Health fee and more information about that can be found [here](#).



### Private Insurance

- Students may have private insurance through their family and if that is the case should consult directly with their provider regarding coverage and claims.

## Finding Clinics and Pharmacies

### Search for a Canadian Clinic

- Use the FIC Guard Me Portal and you the "[Search for a Canadian Clinic](#)" to find clinics that are close to your home.
- Guard Me "Preferred" clinics may show up in your search and that means that if you bring your Guard Me card you will not need to pay for the cost of the visit.
- If you want to visit a clinic not on the preferred list, you will need to pay for your visit and then submit and online claim.

### Pharmacies

- A pharmacy is a store that has a combination of prescription medications that a doctor will prescribe you after a visit as well as other useful medication that you can receive "over the counter" to treat minor coughs, colds, and flus.
- A pharmacist can help you to find the over the counter medication you need if you need advice.

- Pharmacies can be their own store, for example Rexall, Shoppers Drug Mart, or London Drug, however other large grocery stores, such as Walmart, Safeway, Save On Food, and T&T etc, may also contain small pharmacy sections where you can get over the counter medicals like pain relief medication, cough syrups, throat lozenges, thermometers and so on.



## Online Health Care Providers

### Mobile Doctor

- A convenient way to connect with a medical practitioner online without having to leave your home. Through Mobile Doctor, you can describe your symptoms and receive recommendations or prescriptions for your ailments. You can chat, audio call, or video call a doctor!
- If you are using Guard me, then [register here](#) to start using Mobile Doctor.



## Online Mental Health Resources

### Keep.me Safe / My SSP

- The keep.meSAFE Student Support Program (MySSP) offers free counseling support for 24/7/365 through the My SSP app. This is a confidential and voluntary service available to your university or college.
- Start a real-time chat or phone call with an advisor/counsellor, schedule ongoing phone and video sessions with an advisor/counsellor, text, call, or chat online.
- [Register here](#) to start using MySSP.



### Youth in BC

- An innovative, internet-based service where youth in distress can connect live, one-on-one with a crisis chat volunteer (noon – 1am, 7 days a week), obtain email support from professional staff, locate timely & accurate information on different issues, and connect to referral services in their own community.
- Visit the website [here](#) for more information!



## 7 Cups

- A website which provides online therapy and free support to people experiencing emotional distress by connecting them with trained listeners. The listener, trained in active listening, interacts with the person seeking help via an anonymous and confidential live chat.
- Visit the website [here](#) for more information!



## Important Phone Numbers

### 811: HealthLink BC

- If you experience any medical problems, have flu-like symptoms or want to be tested for flu, you will have to call HealthLink BC Service at 8-1-1.
- If you notice any symptoms please do not physically go to the clinic: contact 8-1-1, talk to a health service navigator and a registered nurse will be sent to your address to get you tested in the case of emergency.

You can speak with a health service navigator, who can also connect you with:

- registered nurse any time, every day of the year
- registered dietitian from 9am to 5pm PT, Monday to Friday
- qualified exercise professional from 9am to 5pm PT, Monday to Friday
- pharmacist from 5pm to 9am PT, every day of the year

Translation services are available in more than 130 languages.



### 911: Emergency Police, Fire, and Ambulance

- The general rule: Dial 911 when there's an immediate threat to life or property, such as an accident, a crime, a fire or a medical emergency
- Serious medical emergencies warrant a 911 call, so don't hesitate if you witness a heart attack, stroke, anaphylaxis, broken limbs, choking, drug overdose, drowning, a psychotic episode, or uncontrolled bleeding



### Telephone Counseling Hotlines

- 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.
- 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 British Columbia (no need to dial an area code).
- 1 (833) 456 4566: Canada Suicide Prevention Service: The new Canada Suicide Prevention Service (CSPS) enables callers anywhere in Canada to access crisis support using the technology of their choice (phone, text or chat), in French or English.

# Getting Settled Locally

## Financial – Setting up a Student Bank Account

As a student, you can set-up a Canadian Bank account with no monthly fees. **Scotiabank** is a Canadian bank that has a branch on SFU Burnaby Campus.

You can start to set-up your account online, but will need to visit a branch in-person and provide additional information to receive your Canadian Debit Card.

To set-up a bank account you will need to provide:

- A copy of your passport (ID)
- A copy of your study permit
- Canadian phone number
- Proof of your Canadian Address
  - Examples: lease agreement, letter from landlord/homestay, utility bill with your name on it
- FIC Enrolment Letter

Your proof of address and enrolment letter will need to be shown in-person to receive your debit card. These can both be “soft copies”, shown electronically on your phone. Once you complete the online portion, you will be directed to the Scotiabank Branch located nearest your address. Please remember to check the hours of operation before your visit.

To get started setting up your Student Banking Advantage Plan, go to:

<https://www.scotiabank.com/ca/en/personal/bank-accounts/students/student-banking-advantage-plan.html>

## Communication – Setting up a Canadian Phone Number

A Canadian Phone Number will be important for you as a student. Canada has long-distance charges and it may be difficult for people to contact you without getting a local phone.

There are different phone companies that you can choose from when setting up a phone number. Most likely, you will be signing up for a plan for a specific amount of time, that includes maximums on data, texting, and calling.

**Fido**, is a phone company that receives good signal on Burnaby Mountain, where SFU Burnaby campus is located and could be a choice for you.

At this time, to set-up a phone number and receive a new SIM Card with a Fido plan, you can go through the application process with Pepper Wireless that provides Fido service. You can apply online here: <https://www.pepperwireless.net/fic/>

Please note: If you are under the age of 19, you will need to provide your Parent/Guardian’s information to obtain a SIM Card and/or new phone.

Plans for phone accounts often change in price and what is on offer. If you have any questions about the plans on offer or this procedure, please contact: the Pepper Wireless FIC Representative, Ashley at [ashley.lin@pepperwireless.com](mailto:ashley.lin@pepperwireless.com)

# Wellness

## Headspace

- Learn to Meditate using Headspace with guided exercises, videos, articles, and more. Find what's right for you with sections including Meditation, Sleep and Wake up cycles, Stress & anxiety, as well as Movement & Healthy living.
- Visit the [Headspace website](#) or download the App on your smartphone
- The App costs \$13 monthly with a one-week free trial, or \$70 annually with a two-week free trial



## Calm

- Calm allows you to complete a survey to determine what you would like to work on such as reducing stress, building self-esteem, improving sleep, etc. Further, there are walking meditations, body scans, masterclasses, and Sleep Stories
- You can visit the [Calm website](#) or download the 'Calm' App on your phone
- The App costs \$60 annually with a 30-day free trial



## Insight Timer

- This website offers relaxing music tracks, a section for kids, and therapeutic pep talks from the likes of Indian yogi Sadhguru and psychotherapist Anthony DeMell
- You can download the Insight Timer App on your smartphone, or visit the [Insight Timer website](#).

## Colouring Apps

- Use Pigment or Colorfy to relax and unwind with realistic online colouring book options, as well as paint, color and drawing games
- Both Apps are free for you to download on your phone



## Exercise Resources

- You can search YouTube for a wide variety of guided exercises, including beginner's yoga, quick 7-10-minute workouts, even high intensity interval training!
- Some examples of exercise channels include: [MadFit](#), [Yoga with Adriene](#), [Ask Doctor Jo](#), [Group HIIT](#), and much more!
- YouTube Free is a free App to Download on your phone, or you can visit the website here: <https://www.youtube.com/>

# Education

## Language Learning

### DuoLingo

- Duolingo provides quick, daily lessons that are adapted to your learning style and where you receive immediate grading!
- You can select from a variety of languages and skill levels, and stay motivated with rewards and new levels as you learn
- Download the free App or visit the [DuoLingo website](#) to get started



### HelloTalk.

- Chat with native speakers around the world to learn a new language! HelloTalk is a language exchange, where a native speaker teaches you their language, while you teach them yours!
- Chat with language partners via text, voice recordings, voice calls and doodles.
- Download the free App or visit the [HelloTalk website](#) to get started



### YouTube

- YouTube also has many options for support with practicing your English. Here are some helpful channels below:
  - [English Class 101](#)- explore various audio and video lessons with topics such as “how to express problems in English” and “1200 words every English beginner must know.”
  - [Rachel's English](#)- practicing your conversational English and pronunciation with topics such as “English phone conversations and “how to increase your English vocabulary”
  - [BBC Learning](#)- learn how to speak English with BBC – they post a new video every day to support your learning, with topics such as “4 uses of quite” and “good vs well”

## Online Courses

### Coursera

- Coursera collaborates with over 190 universities and companies to provide online courses and lectures, even certificates and degrees!
- Learn skills such as business analytics, graphic design, Python, and more from learning universities and companies (ex. Yale, Google, IBM, etc.)
- Visit the [Coursera website](#) to sign up for both free or paid courses.

The Coursera logo, featuring the word "coursera" in a white, lowercase, sans-serif font on a blue rectangular background.

### LinkedIn Learning

- LinkedIn Learning provides a variety of courses taught online by experts through online video tutorials. Topics include software development, web design, photoshop, wordpress, excel, etc.
- Visit the [LinkedIn Learning website](#) and start your one-month free trial

## Reading

### Serial Box

- Serial Box is a digital audio, reading platform and publisher that delivers ongoing stories via online and mobile in short segments that you can listen to anytime
- Each season costs around \$10 to subscribe
- You can watch on the [Serial Box website](#) or download the App on your phone



### Kindle

- Android-powered portable e-book reader developed by Amazon that lets users shop for, download and read electronic versions of books, newspapers, magazines, etc.
- \$90+ (for the device) from [Amazon](#) or download Amazon Kindle for FREE in the App store. The cost for books may vary.



# Entertainment

## Streaming Services

There are a variety of streaming services available which you can download on your phone, watch on your laptop or computer, or on your TV if you have one! These streaming services allow you to watch movies and tv shows without needing to pay for a cable service. Content on each of these services below is updated monthly for new things to watch all the time!

1. Netflix- [www.netflix.com/ca/](http://www.netflix.com/ca/)
  - Cost: \$13.99/ month
  - Movies, TV shows as well as Netflix original content
2. Crave - [www.crave.ca/en](http://www.crave.ca/en)
  - Cost: \$9.99/ month or \$19.99/ month (gives you access to Crave, a larger variety of TV shows/movies and HBO shows.
3. Disney+ - [www.disneyplus.com](http://www.disneyplus.com)
  - Cost: \$8.99/ month
  - Original and new Disney movies and Disney channel shows, includes Star Wars, Marvel movies, and originals such as The Lion King and Cinderella.

## Social Networks

- Facebook, Twitter, and Instagram are all Apps you can download on your phone and allow you to connect with friends and family members. You can share photos, posts, and much more.
- Amino is an App you can download on your phone where you can find communities and chats that are based on shared interests. Sharing interests is a great way to make new friends! Some examples of mobile communities are for K-Pop, Anime, Vegan, Pokémon, and more!
- Meetup and Friender are also apps that can help you connect with new friends. Join a themed community for something you have interest, in or just chat to meet new friends who are local in your area.
- All the above Apps are free to download!



# General Tips

## Stay Social

- Don't forget to call and text your family and friends regularly! Try to keep in touch with them as well as updating them regularly on your condition and news.
- Try to find the communities of your interest through social networks and other social-oriented apps (see the "Apps" category for more resources)
- Use the resources that FIC provides: online counselling (mySSP), online chats with FIC students and advisors

## Practice Good Hygiene & Self Care

- While staying at home ensure to open windows to regulate the air in your room
- Eat healthy meals regularly without sharing your meal with anyone or eating anyone else's food
- Ensure you are being respectful of everyone's personal space
- Wash your hands regularly with soap and water for at least 20 seconds (measure by singing happy birthday to you twice!)
- Do not come to campus if you have any symptoms of illness
- Avoid touching your face
- Maintain a safe physical distance of six feet (two metres) from others at all times
- Wear a mask when it is not possible to maintain a safe physical distance

## Stay Updated at Fraser International College

- Use the FIC Student Portal homepage for important updates
- Check both your FIC Gmail and your SFU connect mail for information
- Go to the Important Dates and Events Calendar on the Student Website
- Follow FIC on Social Media, including
- Email Student Success Advisors at [advising@learning.fraseric.ca](mailto:advising@learning.fraseric.ca)
- Ask advisors about Live Chat or video advising options
- 

## Stay Updated in the Community

- Visit these websites to stay up to date about your health and get advice on illness prevention
  - [FIC- COVID 19 Updates and FAQ](#)
  - [CTV News Vancouver](#)
  - [CBC | British Columbia](#)
  - [SFU News](#)
  - [SFU Interfaith Centre](#)
  - [Dailyhive](#)
  - [Tourism Vancouver](#)
  - [Travel Advisory](#)
- Please note that as of August 10, we are asking everyone who visits the FIC and SFU campuses to wear a non-medical mask in all indoor public areas. Public areas include building entryways and atriums, hallways, stairwells, washrooms, and study areas.

# Appendix

## Guide to the FIC Student Self-Isolation Plan

You will have to fill out the [FIC Student Self-Isolation Questionnaire](#) required by FIC at least 10 days prior to arriving to Canada. This is not the government self-isolation plan.

Fill out the Self-Isolation Plan: <https://machform.fraseric.ca/view.php?id=158409>

### Step 1: Complete the Self Isolation Plan

- The information you provide to us in this form will allow us to keep in contact with you during your 14-day self-isolation

### Step 2: Meeting your Designated Support Person

- FIC will make contact you within 1 business day of you filling out the form and will appoint a designated support person to be your point of contact

### Step 3: Arrival to Canada:

- Once you have arrived in Canada and reached your accommodation, you are required to email or call the contact person appointed to you by FIC.

### Step 4: Familiarize yourself with FIC Resources:

- Events Calendar - <https://students.fraseric.ca/events/>
- Student Portal - <https://learning.fraseric.ca/>
- FIC Instagram - <https://www.instagram.com/myfic/?hl=en>

# Guide to the BC Self-Isolation Plan

Student will be required to complete the Self-Isolation Plan as per requirements from the Government of British Columbia

Once you have all the necessary information to complete the Self-Isolation Plan please do so here: <https://travelscreening.gov.bc.ca/>

You may also print off a copy of the PDF version of the isolation plan available at the end of the Step-by-Step Guide.

The following tips are to help you complete the BC Self-Isolation Plan:

## Step 1: Primary Contact Information

As you can see in the below image, this section requires you to fill out your personal information.

- Phone Number: this can be a Canadian Phone Number or your own Home Country's Phone Number.
- Home Address: If you do not know your Canadian home address, please use your Home Country's Address and, in the Province/Territory section select **Other**.
- Postal Code: fill out only if you have a Canadian Home Address

### Primary Contact Information

---

* First name (primary contact)	* Last name (primary contact)
<input type="text"/>	<input type="text"/>
* Date of birth (yyyy/mm/dd)	* Phone number
<input type="text" value=""/> 	<input type="text"/>
Email (optional)	* Home address
<input type="text"/>	<input type="text"/>
* City	* Province / Territory
<input type="text"/>	<input type="text" value="Please Select"/>
Postal Code (optional)	
<input type="text"/>	

## Step 2: Travel Information

- Are there additional travellers in your group? This question is asking you if you are travelling alone or with someone else, such as a friend or family member. If you are travelling alone, please select **No** as shown below
- Once you have selected **No** please fill out the following information. You can find your Flight Number on your boarding pass or your ticket.

### Travel Information

---

\* Are there additional travellers in your group?

Yes  No

#### Arrival Information

\* Arrival Date (yyyy/mm/dd)  

\* Arrival By  

Airline / Flight Number (if applicable)

\* Arrival From (City, Country)

- Are there additional travellers in your group? If you are travelling with someone else, you must select **Yes** as shown below. Once you select **Yes**, you will be required to fill out how many people you are travelling with and their contact information.
  - If you have selected **Yes**, please fill out the following information. You can find your Flight Number on your boarding pass or your ticket.

### Travel Information

---

\* Are there additional travellers in your group?  Yes  No

\* Number of additional travellers in your group?  

#### Additional Traveller Information

For each traveller, please list their last name, first name and date of birth

\* First name

\* Last name

\* Date of birth (yyyy/mm/dd)  

#### Arrival Information

\* Arrival Date (yyyy/mm/dd)  

\* Arrival By  

Airline / Flight Number (if applicable)

\* Arrival From (City, Country)

### Step 3: Self Isolation Plan

[For more information about arranging accommodation please see Page 12.](#)

This question is asking if your accommodation is ready for your 14-day self-isolation. You can use one of those accommodations for your self-isolation period. You can also use your own apartment if you have one. You cannot use SFU Residence and Housing as your self-isolation accommodation.

#### Self Isolation Plan

---

\* Do you have accommodations arranged for your self-isolation period?

Yes  No

You will be required to provide information about your accommodation such as the type (Private residence, with family, or hotel). Once you have selected the type proceed with inputting the address and the city that you will be staying in.

\* Isolation Type

\* Which city will you be isolating in?

\* What is the address where you'll be staying?

This question asks if you need help arranging alternative housing if you are self-isolating in a house with others over the age of 60 or with health conditions. If so, you must select Yes.

\* Do you need accommodation assistance to self-isolate from anyone who is over 60 years old or who has heart disease, high blood pressure, asthma or other lung disease, diabetes, cancer, immune suppression or is taking prednisone medication?

Yes  No

This question is asking you if you can plan for your food to be delivered to you safely.

**[For more information about groceries and food deliver services, see Page 15.](#)**

\* Are you able to make the necessary arrangements for your self-isolation period? (e.g. food, medication, child care, cleaning supplies, pet care).

Yes  No

This question is asking about your transportation from the airport to your accommodation. Please select which method of transportation you will be using.

**[For more information on Transportation options, see page 13.](#)**

What form of transportation will you take to your self-isolation location? (optional)

Personal vehicle  Public transportation  Taxi or ride share

This is the last step of the form. You will need to check the box as shown below that you have provided accurate information. Once you have done that, you can click submit. It is suggested that you take a screenshot of your form before submitting it and keep the screenshot with yourself.

I certify this to be accurate.

#### Collection Notice

Your personal information as well as those of your household is collected by the Ministry of Health under the authority of sections 26(a), (c), (e) and s.27(1)(a)(iii) of the Freedom of Information and Protection of Privacy Act, the Public Health Act and the federal Quarantine Act, for the purposes of reducing the spread of COVID-19. Personal information may be shared with personnel providing support services and follow-up during self-isolation. Should you have any questions or concerns about the collection of your personal information please contact:

Title: Ministry of Health, Chief Privacy Officer

Telephone: 236-478-1666

Submit

# Guide to the ArriveCAN Application



**Step 1:** Download the APP: ArriveCAN from:

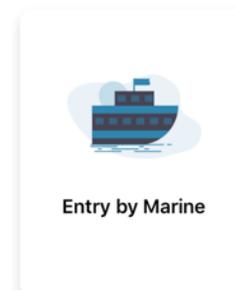
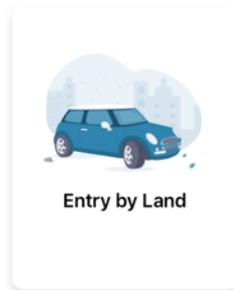
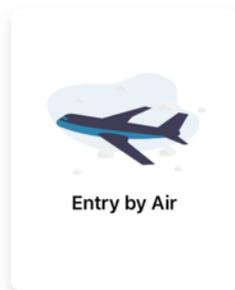
- iPhone / App Store:  
<https://apps.apple.com/ca/app/canarrive/id1505394667>
- Android:  
[https://play.google.com/store/apps/details?id=ca.gc.cbsa.coronavirus&hl=en\\_US](https://play.google.com/store/apps/details?id=ca.gc.cbsa.coronavirus&hl=en_US)
- Web based form:  
<https://arrivecan.cbsa-asfc.cloud-nuage.canada.ca/privacy>

**Step 2:** Open the APP "ArriveCAN" and choose your preferred language and click "Start"

**Step 3:** Read the Privacy Note and check "I accept the Privacy Agreement" at the end. After that, click "Next".

**Step 4:** Choose the way you enter Canada: by air, by land or by marine, by tapping on the pictures.

- If you choose "Enter by land" or "Enter by Marine", you will choose your port of entry from drop-down list.
- If you choose "Enter by air", you will need to fill out the flight information.



**Step 5: Enter by Air** - Fill in your flight Information.

You can choose the airport and airline from a dropdown list, and type in the flight number. You will choose the date of arrival from a calendar.

Click "Next" after you fill out all the information.

**Step 6:** Fill in the traveler's information, including name and date of birth. After you complete for one traveler, click "Next". You can continue to the next step or add multiple travelers in one application.

**Add Traveller**

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

Surname

First Name

Initial or Middle Name (optional)

Date of Birth

[Previous](#) [NEXT](#)

**Travellers**

✓ Sample Traveler 

[ADD ANOTHER TRAVELLER](#)

[Previous](#) [NEXT](#)

**Step 7:** Fill in the destination's information, including address, postal code, date of arrival and date of departure. If you are going to live at multiple places, you can add another destination.

**Step 8:** Fill in your contact information, including phone, email address and language preference (English or French).

Click "Next" to continue to enter COVID symptoms and quarantine plan.

**Step 9:** Complete COVID-19 Self Assessment and Quarantine Plan Questionnaire. Click "Yes" or "No" for your situation. There are five questions in total.

If you complete the previous questions BEFORE your arrival, you can select "I don't have a token number" and "save & close" button.

**Step 10:** When you arrive at the airport, you will see signs of **token number**. Re-open the APP and resume with your application by typing in the token number. After entering the token number, you can submit the application.

If you complete all the questions at the airport, just enter the token number and click "Submit".

**Step 11:** Continue to use the ArriveCAN application for both for yourself and co-arriving family members, if applicable, within 48 hours after arrival in Canada, and for daily symptom reporting.

**Contact Info**

Please provide your primary telephone number and email address where you can be reached while in Canada.

Primary Phone Number  
 [Mobile](#) ▼

Secondary Phone Number (optional)  
 [Home](#) ▼

Email Address

What is your official language of choice?

[Previous](#) [NEXT](#)

# Mandatory Isolation Instructions

## CORONAVIRUS DISEASE (COVID-19)

You have symptoms that may be due to COVID-19

### MANDATORY ISOLATION

The Government of Canada has put in place emergency measures to slow the introduction and spread of COVID-19 in Canada. You **MUST ISOLATE for 14 days, provide contact information and monitor yourself for symptoms** subject to the *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation) No. 3*.

Your compliance with this Order is subject to verification and enforcement. Those in violation may face transfer to a quarantine facility as well as fines and/or imprisonment.

### YOU MUST ISOLATE WITHOUT DELAY

- ✓ Ensure you have a **suitable place of isolation** that has the **necessities** of life.
- ✓ **Go directly to the place where you will isolate** without delay, and stay there for 14 days from the date you arrive in Canada.
- ✓ You **must wear a suitable non-medical mask or face covering** while in transit.
- ✓ **Practise physical distancing** at all times.
- ✗ **Do not take public transportation.** Use private transportation only, such as your private vehicle.
- ✗ **Avoid contact with others while in transit:**
  - ✓ Remain in the vehicle;
  - ✗ Do not stay at a hotel;
  - ✓ If you need gas, pay at the pump;
  - ✓ If you need food, use a drive through;
  - ✓ If you need to use a rest area, put on your mask and be mindful of physical distancing and good hygiene practices.

### SOME PROVINCES AND TERRITORIES HAVE ADDITIONAL TRAVEL RESTRICTIONS

(For example, no non-essential travel into the province, limited access to certain regions within the province, etc.).

Please refer to the list of provincial and territorial websites on the back of this handout for more information. Note that you may also be contacted by provincial/territorial authorities throughout your 14-day isolation and, if federal and provincial/territorial guidelines differ, you should follow the most precautionary and stringent requirements.

### YOU MUST CONTINUE TO MONITOR YOUR HEALTH FOR



FEVER



COUGH



DIFFICULTY BREATHING

If your symptoms get worse (cough, shortness of breath, fever equal to or greater than 38°C, or signs of fever e.g. shivering, flushed skin, excessive sweating), contact your local public health authority and follow their instructions.

Please refer to <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html#s> for additional symptoms common to COVID-19.



## TO HELP REDUCE THE SPREAD OF COVID-19



**Go directly to your place of isolation.** Do not make any stops while in transit.



**Check-in within 48 hours of arrival** through the **ArriveCAN app**, online at <https://arrivecan.cbsa-asfc.cloud-nuage.canada.ca> or call 1-833-641-0343.



**Report your symptoms** through the **ArriveCAN app**, online at <https://arrivecan.cbsa-asfc.cloud-nuage.canada.ca> or call 1-833-641-0343 until the end of your 14-day isolation.

## WHAT YOU CAN AND CANNOT DO DURING YOUR 14-DAY ISOLATION

### PROHIBITED during isolation

- ✗ You may **not** leave your place of isolation unless it is to seek medical assistance.
- ✗ You may **not** use a private outdoor space if you have one at your place of isolation (ex: backyard or balcony).
- ✗ You may **not** have any guests.

### PERMITTED during isolation

- ✓ You may use shared spaces in your place of isolation provided you:
  - ✓ Avoid contact with others who did not travel with you;
  - ✓ Put in place precautions to regularly clean common areas after use;
  - ✓ Wear a medical mask or suitable non-medical mask or face covering if a distance of 2m from others in your place of isolation cannot be maintained.

### RECOMMENDED during isolation



Wash your hands often with soap and warm water or use an alcohol-based hand sanitizer containing at least 60% alcohol.



Avoid touching your face.



Cover your mouth and nose with your arm when you cough or sneeze.

**YOU WILL BE CALLED FROM 1-888-336-7735 TO VERIFY YOUR COMPLIANCE DURING YOUR 14-DAY ISOLATION.**

## PUBLIC HEALTH AUTHORITIES

### PROVINCES AND TERRITORIES

### TELEPHONE NUMBER

### WEBSITE

British Columbia	811	<a href="http://www.bccdc.ca/covid19">www.bccdc.ca/covid19</a>
Alberta	811	<a href="http://www.myhealth.alberta.ca">www.myhealth.alberta.ca</a>
Saskatchewan	811	<a href="http://www.saskhealthauthority.ca">www.saskhealthauthority.ca</a>
Manitoba	1-888-315-9257	<a href="http://www.manitoba.ca/covid19">www.manitoba.ca/covid19</a>
Ontario	1-866-797-0000	<a href="http://www.ontario.ca/coronavirus">www.ontario.ca/coronavirus</a>
Quebec	1-877-644-4545	<a href="http://www.quebec.ca/en/coronavirus">www.quebec.ca/en/coronavirus</a>
New Brunswick	811	<a href="http://www.gnb.ca/publichealth">www.gnb.ca/publichealth</a>
Nova Scotia	811	<a href="http://www.nshealth.ca/public-health">www.nshealth.ca/public-health</a>
Prince Edward Island	811	<a href="http://www.princeedwardisland.ca/covid19">www.princeedwardisland.ca/covid19</a>
Newfoundland and Labrador	811 or 1-888-709-2929	<a href="http://www.gov.nl.ca/covid-19">www.gov.nl.ca/covid-19</a>
Nunavut	1-867-975-5772	<a href="http://www.gov.nu.ca/health">www.gov.nu.ca/health</a>
Northwest Territories	811	<a href="http://www.hss.gov.nt.ca">www.hss.gov.nt.ca</a>
Yukon	811	<a href="http://www.yukon.ca/covid-19">www.yukon.ca/covid-19</a>

**FOR MORE INFORMATION**

**1-833-784-4397**

**[canada.ca/coronavirus](https://canada.ca/coronavirus)**

# Mandatory Quarantine Instructions

## CORONAVIRUS DISEASE (COVID-19)

You may have come into contact with the virus that causes COVID-19

### MANDATORY QUARANTINE

The Government of Canada has put in place emergency measures to slow the introduction and spread of COVID-19 in Canada. You **MUST QUARANTINE for 14 days, provide contact information and monitor yourself for symptoms** subject to the *Minimizing the Risk of Exposure to COVID-19 in Canada Order (Mandatory Isolation) No. 3*.

Your compliance with this Order is subject to verification and enforcement.

Those in violation may face transfer to a quarantine facility as well as fines and/or imprisonment.

- ✓ Ensure you have a **suitable place of quarantine** that has the necessities of life.
  - ✓ **Go directly to your place of quarantine** without delay and stay there for 14 days from the date you arrived in Canada.
  - ✓ You **must wear a suitable non-medical mask or face covering** while in transit.
  - ✓ **Practise physical distancing** at all times.
  - ✓ **Use private transportation** such as a private vehicle to reach your place of quarantine, if possible.
- ✗ **Avoid contact with others while in transit:**
    - ✓ Remain in the vehicle as much as possible;
    - ✓ If you need gas, pay at the pump;
    - ✓ If you need food, use a drive through;
    - ✓ If you need to use a rest area, put on your mask and be mindful of physical distancing and good hygiene practices.

### SOME PROVINCES AND TERRITORIES HAVE ADDITIONAL TRAVEL RESTRICTIONS

(For example, no non-essential travel into the province, limited access to certain regions within the province, etc.).

Please refer to the list of provincial and territorial websites on the back of this handout for more information.

Note that you may also be contacted by provincial/territorial authorities throughout your 14-day quarantine and, if federal and provincial/territorial guidelines differ, you should follow the most precautionary and stringent requirements.

### YOU MUST MONITOR YOUR HEALTH FOR 14 DAYS

FEVER



COUGH



DIFFICULTY  
BREATHING



If you start experiencing any symptoms of COVID-19 (cough, shortness of breath, a fever equal to or greater than 38°C or signs of fever e.g. shivering, flushed skin, or excessive sweating):

- ▶ Isolate yourself from others.
- ▶ Contact your local public health authority (see back for contact information) and follow their instructions.

The 14-day period starts again if, during your quarantine period, you develop any signs and symptoms of COVID-19, including those noted above.

Please refer to <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html#s> for additional symptoms common to COVID-19.



Public Health  
Agency of Canada

Agence de la santé  
publique du Canada

Canada

## TO HELP REDUCE THE SPREAD OF COVID-19



**Go directly to your place of quarantine**, and avoid making any stops while in transit.



**Check-in within 48 hours of arrival** through the **ArriveCAN app**, online at <https://arrivecan.cbsa-asfc.cloud-nuage.canada.ca> or call 1-833-641-0343.



**Report your symptoms** through the **ArriveCAN app**, online at <https://arrivecan.cbsa-asfc.cloud-nuage.canada.ca> or call 1-833-641-0343 every day until the end of your 14-day quarantine.

## WHAT YOU CAN AND CANNOT DO DURING YOUR 14-DAY QUARANTINE

### PROHIBITED during quarantine

- ✗ You may not leave your place of quarantine unless it is to seek medical assistance.
- ✗ You may not have any guests even if you are outside and stay 2m apart from them.

### PERMITTED during quarantine

- ✓ You may use shared spaces, or private outdoor spaces in your place of quarantine provided you:
  - ✓ Avoid contact with others who did not travel with you;
  - ✓ Disinfect spaces after use;
- ✓ Wear a suitable non-medical mask or face covering if a distance of 2m from others residing in your place of quarantine cannot be maintained.

### RECOMMENDED during quarantine



Wash your hands often with soap and warm water or use an alcohol-based hand sanitizer containing at least 60% alcohol.



Avoid touching your face.



Cover your mouth and nose with your arm when you cough or sneeze.

**YOU WILL BE CALLED FROM 1-888-336-7735 TO VERIFY YOUR COMPLIANCE DURING YOUR 14-DAY QUARANTINE.**

## PUBLIC HEALTH AUTHORITIES

PROVINCES AND TERRITORIES	TELEPHONE NUMBER	WEBSITE
British Columbia	811	<a href="http://www.bccdc.ca/covid19">www.bccdc.ca/covid19</a>
Alberta	811	<a href="http://www.myhealth.alberta.ca">www.myhealth.alberta.ca</a>
Saskatchewan	811	<a href="http://www.saskhealthauthority.ca">www.saskhealthauthority.ca</a>
Manitoba	1-888-315-9257	<a href="http://www.manitoba.ca/covid19">www.manitoba.ca/covid19</a>
Ontario	1-866-797-0000	<a href="http://www.ontario.ca/coronavirus">www.ontario.ca/coronavirus</a>
Quebec	1-877-644-4545	<a href="http://www.quebec.ca/en/coronavirus">www.quebec.ca/en/coronavirus</a>
New Brunswick	811	<a href="http://www.gnb.ca/publichealth">www.gnb.ca/publichealth</a>
Nova Scotia	811	<a href="http://www.nshealth.ca/public-health">www.nshealth.ca/public-health</a>
Prince Edward Island	811	<a href="http://www.princeedwardisland.ca/covid19">www.princeedwardisland.ca/covid19</a>
Newfoundland and Labrador	811 or 1-888-709-2929	<a href="http://www.gov.nl.ca/covid-19">www.gov.nl.ca/covid-19</a>
Nunavut	1-867-975-5772	<a href="http://www.gov.nu.ca/health">www.gov.nu.ca/health</a>
Northwest Territories	811	<a href="http://www.hss.gov.nt.ca">www.hss.gov.nt.ca</a>
Yukon	811	<a href="http://www.yukon.ca/covid-19">www.yukon.ca/covid-19</a>

**FOR MORE INFORMATION**



1-833-784-4397



[canada.ca/coronavirus](https://canada.ca/coronavirus)