



# PRE-ARRIVAL PACKAGE

## - COVID-19 SPECIAL EDITION -

### Welcome to VGC International College!

Thank you for choosing VGC International College. In this pre-arrival package, you will find information on what is required to do before departing your country, while travelling to Canada and arriving at the airport. This package also provides information for your quarantine period and how to adhere to COVID-19 Government Regulations and VGC campus policies. We look forward to meeting you soon!



## BEFORE DEPARTING YOUR COUNTRY:

### 1. Prepare for your arrival and quarantine plan:

- Make sure you have a plan for your 14-day quarantine period that follows the policies under the Quarantine Act. Please read carefully the following resources:
  - [Public Health Agency of Canada on How to Self Isolate](#) (provides an easy step by step on what is needed for your 14-day isolation.
  - [Coronavirus Disease \(COVID-19\)](#): Travel restrictions, exemptions and advice is on IRCC's website which provides more details on travelling to Canada, ArriveCAN, fines and important information needed during your isolation period.
  - Download the [BC COVID-19 Support Phone Application](#).
- VGC can provide you with accommodation (Homestay, Residence & Hotel options) and transportation (airport pick-up) options if needed that follow all safety protocols provided by the government and health authorities.
  - If you are staying in VGC's accommodation, you will receive additional isolation guidelines that can be found on [VGC's website](#).
  - You must not use public transportation to travel to your quarantine site. VGC can help arrange an airport pick-up for an additional cost.
- Register for proper Medical/Health Insurance and print a copy to bring on the airplane with you.
- Register for your online classes with VGC during your two weeks' isolation. Please ask your VGC representative for more information.

### 2. Communicate your plans to VGC

- Fill out VGC's Self Isolation Form which informs VGC about how you will be getting from the airport to your quarantine, where you will be living, what type of accommodation you will be using, and how you will be accessing food and cleaning supplies during your quarantine. VGC must be confident that you will be isolating properly and according to the Quarantine Laws.
- Send the Self Isolation Form along with your Flight Details to VGC. Once VGC has all of the necessary information, VGC will issue a "Letter of Explanation for Entering Canada". This must be printed and presented to your airline (if requested) and a border agent in Canada. You must have this document before departing your country.

### 3. Complete Arrival Plans:

- Download the federal [ArriveCAN](#) phone application to your mobile device and submit the requested information prior to and upon arrival (available for iPhone and Android).

As of November 21, 2020 it is mandatory to submit your information electronically through [ArriveCAN](#) before boarding your flight. This includes travel and contact information, quarantine plan, and COVID-19 symptom self-assessment. You must show your ArriveCAN receipt that you will receive after completing your submission when entering Canada. If you do not do this, you may be fined \$1,000.

- In addition to the federal [ArriveCAN](#) Application, travelers are encouraged to complete a self-isolation plan online to help prepare to self-quarantine successfully. As a precaution, print this and bring it with you on the airplane.

## WHAT TO BRING TO CANADA

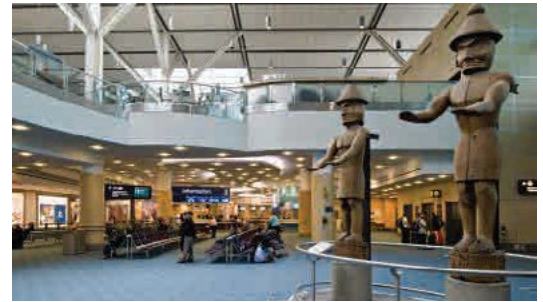
Please see below a list of items you should have with you ready **to present your airline in your country and an immigration officer once you arrive in Canada**, if requested:

- ArriveCAN submission receipt, printed out of Self-Isolation Plan & VGC Letter for Entering Canada
- Face masks, hand sanitizer, gloves and a thermometer in your checked and carry-on luggage for use during travel and during isolation.
- Valid Passport and Visa (if applicable)
- Port of Entry (POE) Letter of Introduction (if applicable - must be presented to an immigration officer in order to receive your
- Study and/or Work Permit)
- VGC Letter of Acceptance (if you are receiving a Study Permit, make sure it is valid for the dates on this document)
- Medical/Health Insurance
- Proof of Funds (if applicable)
- Accommodation Details (address and phone number) including cell phone number for the driver
- Travel/medical insurance
- VGC information and emergency phone numbers
- Medical records and immunization records, translated if applicable (useful but not required)

It is important to know exactly what documents and visas you need before entering into Canada. If you are receiving a study or work permit, make sure you receive these documents with the correct dates before leaving immigration.

## ARRIVING AT VANCOUVER AIRPORT

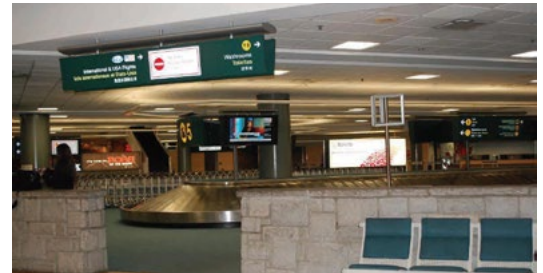
1. Go through Canadian Customs and Immigration. Show your passport, Port of Entry Letter (if applicable), VGC Letter of Acceptance, VGC Letter for Work Permit Application (if applicable), Letter for Entering Canada, and any other requested documents. If applicable, receive your Study Permit and Work Permit.
2. Wear a fresh mask and gloves.
3. Move as quickly as possible through the baggage area and do not enter any stores in the airport.
4. Leave the Security Area.
5. If you arranged airport pick-up with VGC, please look for a person holding a sign in the arrival area (see images below).
6. Follow all instructions for COVID-19 safe check-in at your quarantine site.



International Arrival Meet and Greet Area

If you are arriving on a Domestic Flight, you will already have gone through Immigration and Customs where you originally entered Canada. Once you arrive in Vancouver, you will leave the security area and then pick up your luggage.

If you have arranged an airport pick-up with VGC, please look for a person holding a sign in the same area where you get your bags.



Domestic Arrival Area

## COVID 19 SAFE TRANSPORTATION FROM THE AIRPORT

Please sanitize your hands, and wear disposable gloves and a facemask while in the vehicle.

Do not use public transportation to get to your place of isolation or during your 2-weeks of isolation. The only time you should leave your quarantine is if a medical health professional from BC has advised you to go to a clinic or hospital.

VGC requests that all students arriving in Canada organize their airport pick-up using VGC's airport transfer service for your own and others' safety. If you have not organized your pick-up with VGC, you will be asked to provide a detailed explanation of how you intend to get from the airport to your quarantine.

### VGC AIRPORT PICK-UP

If you have booked a VGC Airport Pick-Up, follow the instructions given in your Homestay Profile.

If you cannot locate your airport pick-up driver, please do not leave the Airport Arrivals area and call the Emergency Number provided on the instructions.

### AIRPORT TAXIS

Taxis are located on Level 2 of the Domestic and International Arrivals area. Taxi drivers are fully licensed and the prices are regulated. Please refer to the YVR website for detailed pricing information.

<http://www.yvr.ca/en/passengers/transportation/taxis>

## PUBLIC TRANSPORTATION/TRANSLINK FOR COMMUTING TO VGC (Post-Isolation)

Masks are mandatory on all forms of public transportation. Please also sanitize your hands before and after taking transportation. The public transportation system in the Vancouver area includes:

- Buses
- SkyTrain (Canada Line, Expo Line and Millennium Line)
- SeaBus (passenger-only ferry between Vancouver and the North Shore)
- West Coast Express (commuter train between downtown Vancouver and Mission City)

The TransLink website has schedules, trip planning, maps, fares and further information: [www.translink.ca](http://www.translink.ca).

You can also use Google Maps to plan your route.

Expect to spend \$100 - \$180 per month on public transportation.

## DURING QUARANTINE

Within 48 hours of entering Canada, you must submit through the ArriveCAN application that you have arrived at your place of quarantine and you must submit a daily COVID-19 symptom self-assessment during your quarantine period. This is mandatory. If you do not submit this information, you will be considered a high priority for follow-up from law enforcement.

As per the Government of Canada's Quarantine Act, you are required to quarantine for 14 days immediately upon arrival in Canada. This means:

- Stay in your own room for 14 days and avoid contact with others. Do not leave your quarantine room unless there is a medical emergency.
- Practice good hygiene.
- Wash your hands frequently with plain soap and water for at least 20 seconds.
- Cover your mouth and nose with your elbow when coughing or sneezing, or use a tissue.
- Package up your garbage, empty garbage frequently and wash your hands immediately.
- Refer to the COVID-19 laundry policy at your quarantine site for having your clothes washed.
- Monitor your physical and mental well-being. If you're not feeling well, use the Government of Canada's COVID-19 self-assessment tool to help determine if you need further assessment or testing.
- If a student is quarantining in a hotel, residence or apartment, please see below for food delivery options:
  - Insta Cart: <https://www.instacart.ca/>
  - Fresh Street Market: <https://www.freshstmarket.com/>
  - Spud.ca: <https://www.spud.ca/>
  - Skip the Dishes: <https://www.skipthedishes.com/>
  - Door Dash: <https://www.doordash.com/>

**Contact VGC and your quarantine provider immediately if you feel sick.**

- Access the Thrive Health COVID-19 Self-Assessment Tool
- Call 8-1-1

Please remember that quarantine is a mandatory requirement of the Quarantine Act and not optional.

**Health Care options if you get sick:**

- Welcome BC - Get Health Care: <https://www.welcomebc.ca/Start-Your-Life-in-B-C/Daily-Life/Get-Health-Care>
- BCCDC (BC Centre for Disease Control) - If you are sick: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/if-you-are-sick>

**Mental Health Care Options:**

- Here2Talk - offers confidential mental health counselling 24/7: <https://here2talk.ca/home>
- 'BounceBack' - provides free online, video and phone-based coaching for non-crisis situations: <https://bouncebackbc.ca/>
- Canadian Mental Health Association Self Check-In - directs individuals to the most appropriate resources: <https://cmhabc.force.com/MentalHealthCheckIn/s/>

## AFTER QUARANTINE

Following completion of your 14-day quarantine period and for the duration of your stay in Canada, if you have not presented any symptoms of COVID-19, please ensure the following:

- Be mindful of and respect the most up to date public health directives.
- Continue to practice proper hygiene, including hand washing and use of hand sanitizer.
- Wear your mask when directed and if you cannot ensure 2m/6ft from someone else.
- Use proper coughing and sneezing etiquette.
- Practice physical distancing.
- Continue to self-assess and if you should feel any symptoms call 8-1-1 and contact VGC as soon as possible.
- Follow all updates provided by the BC and Federal health authorities.

## VGC COVID19 POLICIES AND PROCEDURES

All students must agree to abide by the following rules if they are coming to study on campus:

- Temperatures will be taken at the front door and anyone with a fever (a temperature above 37.5 degrees C) will not be allowed into the school and will be asked to go home and call 8-1-1.
- Social distancing measures must be observed. This means staying 6ft (2m) apart at all times both inside and outside the school. This means no hugging, kissing, handshakes or physical contact of any kind with other students or staff members.
- All signs stating the maximum capacity of a room must be followed at all times.
- **Masks must be worn when entering the building, in the school hallways and at any other time as requested by the school/VGC staff members.**
- Microwaves are not to be used at this time. Some vending machines are also not in use. Fridges are still available to use.
- No groups are to congregate outside the school by the entrance. Any smokers must remain 6ft (2m) from others and from the doorway.
- **If at any point students start feeling symptoms (fever, chills, new or worsening cough, shortness of breath, sore throat, new muscle aches, headache), they must go home immediately and call 8-1-1 to speak with a medical professional. They must let a staff member know if they are leaving the campus for this reason.**
  - The student should follow the directions given by the medical professional. Once the student has received their directions, they must inform VGC.
  - In most cases, the student will be asked to stay at home until they feel better. If they are told to get a COVID-19 test, the student must isolate themselves while waiting for a result. As soon as the student receives a result, they must follow the directions given by the medical professional and contact VGC as soon as possible.
  - In the case of a positive COVID-19 test result, it is imperative that the student informs VGC as soon as possible. VGC will then also contact the public health authority and will take necessary steps to contact all students and staff who have come in contact with the student.

VGC has the right to ask anyone to leave the school if they are not following these safety measures.

Also please note that these policies may change as government regulation changes. Changes are emailed to students and posted on [VGC's website](#).

## YOUR FIRST DAY AT VGC WILL BE ONLINE!

TIME (PST): 8:15 AM - 1:50 PM OR 3:25 PM (Afternoon Plus Class)

PLACE: On VGC's online platform "Zoom" (you will receive a "First day & Orientation" email the Friday before your first day with download information for "Zoom" and your "Zoom" Access ID # to join orientation)

**Attending orientation on your first day is mandatory.** If you do not show up to orientation on time, you will not receive important information on how to access your classes.

8:00 AM (PST)	By this time, you should have already taken your placement test (grammar & verbal), downloaded Zoom and registered for your student portal. <b>*If you didn't receive an email with this information, check your spam folder.</b> <b>*If you still continue to have issues, please email <a href="mailto:onlineclasses@vgc.ca">onlineclasses@vgc.ca</a> by 8:00 AM on your first day.</b>
8:10 AM (PST) 8:15 AM (PST)	Open Zoom and enter the Zoom Access ID # that you received from the "First day & Orientation" email to be ready for the online orientation, don't be late!
8:15 AM (PST) 8:40 AM (PST)	Online orientation presentation with a member of VGC's staff.
8:40 AM (PST) 8:45 AM (PST)	Join your classes and meet your teachers and your classmates.

## WHAT DAYS WILL I GO TO CAMPUS?

In order to follow the safety measures outlined by the BC Government, VGC is offering a "blended-learning" class structure. This means some students will be studying on campus and others will be studying from home using our online platform. Students who want to take face to face classes will be emailed each Friday with their scheduled days to come into campus for the following week.

If you have any questions about this, please ask during your online orientation or email [onlineclasses@vgc.ca](mailto:onlineclasses@vgc.ca)

## WHAT TO BRING FOR YOUR FIRST DAY ON CAMPUS:

- Your passport and visa, proof of medical insurance & your BC mailing address  
**(Note: it is suggested to email [studentservices@vgc.ca](mailto:studentservices@vgc.ca) with this information before you arrive on Campus).**
- Laptop or device and headphones to join the online class while on Campus.

## HELPFUL INFORMATION:

### FACTS:

- Time Zone: Pacific Standard Time
- Age of Majority and Legal Drinking Age: 19 (Two pieces of ID are required)
- Taxes: Goods and Services Tax (GST): 5% & Provincial Sales Tax (PST): 7%
- Tipping: It is customary to tip 15%-18% on the total before tax. Tipping is expected for services such as restaurants, taxis, hairdressers/salons, etc.

### WEATHER:

The average temperatures are:

- June - August: 20 - 25 C
- September - November: 10 - 18 C
- December - February: 0 - 5 C
- March - May: 5 - 15 C

### CURRENCY / PAYMENT METHODS:

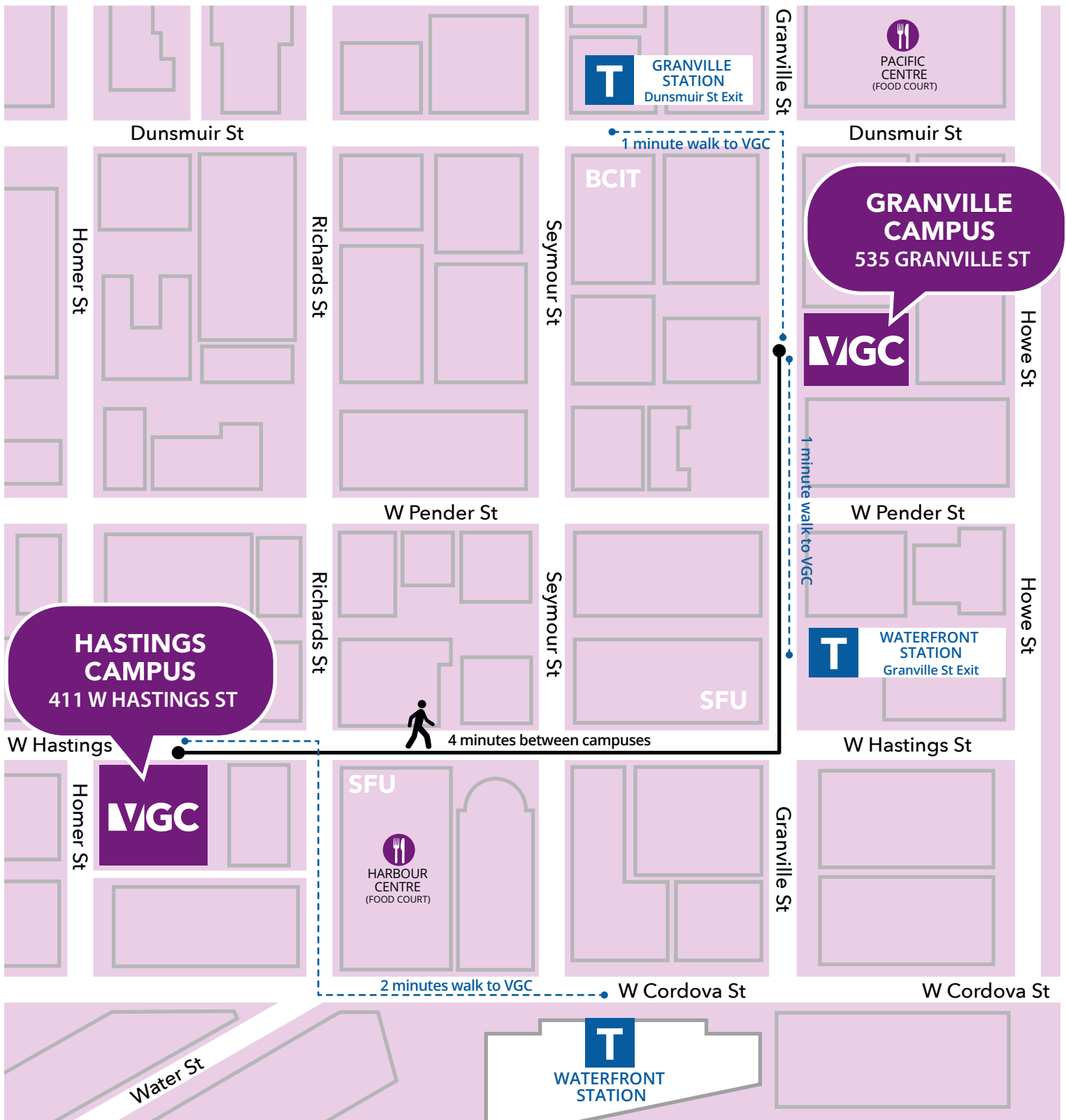
You can exchange most currencies for Canadian dollars at most commercial banks or at the currency exchange office at the airport or in the city. Major Credit Cards such as Visa or MasterCard are widely accepted.

We advise you to have CAD \$200 in cash when you arrive in Canada.

## PUBLIC HOLIDAYS:

VGC International College is not open on public holidays. If a public holiday falls on a Monday, the school will be closed and orientation will fall on a Tuesday.

You can find the latest information about public holidays on VGC's website: [www.vgc.ca/start-dates](http://www.vgc.ca/start-dates)



If you have any other questions, please contact us:

Email: [marketing@vgc.ca](mailto:marketing@vgc.ca)

Campus: +1.604.688.9057

Fax: +1.778.737.9057

• Granville Campus: 535 Granville St

• Hastings Campus: 411 W Hastings St