

PRE-ARRIVAL PACKAGE

COVID-19 Special Edition



Welcome to VGC International College!

Thank you for choosing VGC.

In this pre-arrival package, you will find information on what is required before departing your country, while travelling to Canada and on arrival at the airport. This package also provides information for your quarantine period, how to adhere to COVID-19 Government Regulations, VGC campus policies and your first day schedule and instructions.

We look forward to meeting you soon!

3-NIGHT HOTEL REQUIREMENT & COVID-19 TESTING UPON ARRIVAL IN CANADA

Starting **February 22, 2021** international travellers will now have to do the following in addition to the other requirements listed in this pre-arrival package:

1. Reserve and pay for a government-authorized hotel for 3 nights prior to departure to Canada.

➔ HOW TO BOOK:

For instructions on how to book, please visit:

[COVID-19 mandatory hotel stopover: Booking and a list of government-authorized hotels.](#)

Call and book for your hotel stay within 48 hours of your flight. Be prepared for possible long waiting times.

NUMBERS:

1 - 613 - 830 - 2992
(collect outside of North America) or
1 - 800 - 294 - 8253
(toll-free within North America)

Regular hours of operation are
8 AM - 11 PM (Eastern Time Zone)
Monday - Sunday

For more information about the hotel stay:

[COVID-19 mandatory hotel stopover: Traveller expectations during hotel stay.](#)

2. Submit proof of having reserved and pre-paid for your accommodation through ArriveCAN (more details about ArriveCAN in this pre-arrival package)

3. Take a COVID-19 molecular test on arrival in Canada. To save time at the airport, register in advance for your arrival test by clicking [here](#). For more detailed information about COVID-19 testing upon arrival in Canada (test at the airport and during your quarantine) please visit the IRCC website [Flying to Canada: COVID-19 testing for travellers.](#)

➔ If the results are:

a. NEGATIVE: Once travellers have received a negative result, they may move to their place of quarantine after the 3-night stay and finish the remaining quarantine period there.

b. POSITIVE: If travellers receive a positive result, they will be relocated to a designated quarantine facility for the remainder of their 14 day quarantine period. This will have an additional cost.

5. Complete the remainder of the 14 day quarantine period after the mandatory 3 night hotel stay (this will likely be 11 days)

6. Take a test toward the end of the quarantine period: A COVID-19 test kit and instructions will be provided to travellers before leaving the airport.

7. Submit daily reports into ArriveCAN and inform VGC once a negative result has been confirmed.

For a simplified image demonstrating this process please click here: [Entering Canada by AIR during COVID-19](#)

Please note that the information provided may change. It is the student's responsibility to visit the sites that have been provided to ensure they are up to date with the latest requirements.

BEFORE DEPARTING YOUR COUNTRY

Prepare for your arrival and quarantine plan:

YOU MUST

1. Be informed about the most recent travel updates. Please visit [VGC's COVID-19](#) page for details and links to the IRCC web pages.
2. Make a plan for your 14-day quarantine period that follows the policies under the Quarantine Act.

Helpful Resources

- a. [Public Health Agency of Canada on How to Self-Isolate](#) (provides an easy step by step on what is needed for your 14-day quarantine).
- b. [Coronavirus Disease \(COVID-19\): Travel Restrictions, exemptions and advice](#) (provides information about travel restrictions, exemptions on travelling to Canada, ArriveCAN app, fines and important information needed during your quarantine).
- c. [Download the BC COVID-19 Support Phone Application.](#)

3. Register for proper Medical/Health Insurance and print a copy to bring on the airplane with you.
4. Take a COVID-19 test within **72 hours** of your flight. Please check the IRCC website to see if your country has a different requirement. Make sure you get a document proving you received a negative result.

SUGGESTED

5. VGC can provide you with accommodation (Homestay or Hotel options) and airport pick-up options that follow all safety protocols provided by the government and health authorities.

- a. If you stay at a VGC homestay, you will receive additional self-isolation guidelines.
- b. Do not use public transportation to travel from the airport to your place of isolation. 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 place of isolation.

6. You will be asked by CBSA for a phone number in order to receive phone calls from immigration and/or public health during your quarantine. Please make sure that you plan ahead and provide a phone number that you can be reached at. We suggest that you purchase a SIM card ahead of time.
7. You can take online classes with VGC during your two weeks' quarantine. Please ask your VGC representative for more information.

Communicate your plans to VGC:

YOU MUST

1. Fill out the self isolation form sent by VGC. VGC must be confident that you will be isolating properly and according to the quarantine laws (this does not apply to students staying with a VGC homestay family).
2. Send the Self Isolation Form along with your Flight Details to VGC. Once VGC has all of the necessary information, we 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.

Complete Arrival Plans:

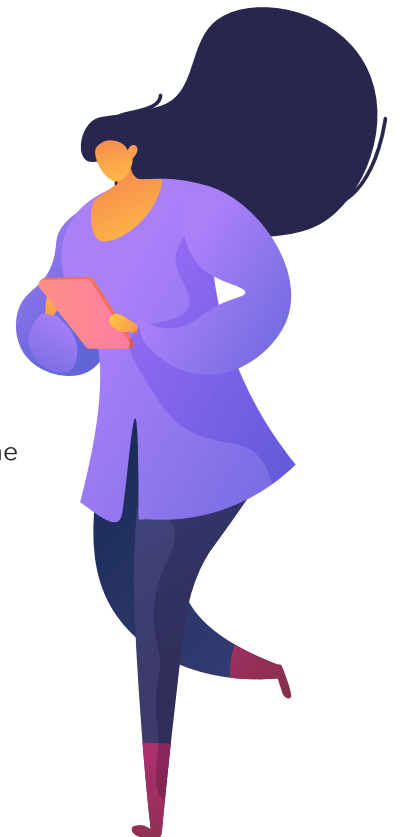
YOU MUST

1. Download the federal **ArriveCAN** phone application to your mobile device and submit the requested information prior to and upon arrival in Canada (available for iPhone and Android).

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. Once all this information is complete you will receive a receipt from ArriveCAN. You must have this receipt ready to show the border officer in Canada. If you do not show your receipt, you may be fined \$1,000.00.

SUGGESTED

2. Submit your information into the "Voluntary Compliance Portal (VC Portal)" 72 hours prior to your flight to help reduce your wait time at the Vancouver Airport. Please visit the [VC portal page](#) on the VGC website to learn if you are eligible for this service.
3. The BC government also encourages all travelers to complete a [self-isolation plan](#) online to prepare for the quarantine period.



WHAT TO BRING TO CANADA

Please make sure the following is in your carry on and ready to present to your airline in your country and an immigration officer once you arrive in Canada, if requested:

COVID-19 related:

- 1.** Negative COVID-19 test Documentation
- 2.** ArriveCAN submission receipt (mandatory), VGC Letter for Entering Canada (mandatory) and a printed-out BC Self-Isolation Plan (suggested)
- 3.** Face masks, hand sanitizer, gloves and a thermometer in your checked and carry-on luggage for use during travel and during isolation

Visa and other travel documentation:

- 4.** Valid Passport and Visa (if applicable)
- 5.** 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)
- 6.** VGC Letter of Acceptance (if you are receiving a Study Permit, make sure it is valid for the dates on this document)
- 7.** Medical/Health Insurance
- 8.** Proof of Funds (if applicable)
- 9.** Accommodation Details (address and phone number) including cell phone number for the driver
- 10.** Travel/medical insurance
- 11.** VGC information and emergency phone numbers
- 12.** 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 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.** Leave the Security Area.
- 4.** Find your COVID-19 Safe Transportation (see images below).

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.



International Arrival Area



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.

VGC AIRPORT PICK-UP

If you have booked a VGC Airport Pick-Up, look for a person holding a sign in the arrival area (Domestic or International).

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 homestay profile or pick-up confirmation.

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 prices.

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

Masks are mandatory on all forms of public transportation.

Please 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 and fares. 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 isolation 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.

Quarantine Rules:

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

1. 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.
2. Practice good hygiene and wash your hand frequently with plain soap and water for at least 20 seconds.
3. Cover your mouth and nose with your elbow when coughing or sneezing, or use a tissue.
4. Package up and empty garbage frequently and wash your hands immediately.
5. Refer to the COVID-19 laundry policy at your place of isolation for washing your clothes.
6. 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.
7. If you are quarantining in a hotel, residence or apartment, please see below for food delivery options:
 - [InstaCart](#).
 - [DoorDash](#).
 - Most supermarkets have a delivery option, please visit their websites.

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

If you feel sick:

1. Access the [Thrive Health COVID-19 Self-Assessment Tool](#).
2. Call **8-1-1** explain your symptoms and follow their instructions. This service is available in various languages.
3. Contact VGC and your quarantine provider immediately.

Health Care information:

Please visit the [Covid-19 safety section](#) on the VGC website for Health Care resources.

Mental Health Care Options:

- [Here2Talk](#) offers confidential mental health counselling 24/7.
- ['BounceBack'](#) provides free online, video and phone-based coaching for non-crisis situations.
- [Canadian Mental Health Association Self Check-In](#) directs individuals to the most appropriate resources.



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:

- 1.** Follow the most recent public health COVID-19 updates made by the BC and Federal health authorities which can be found on [VGC's Safety Protocols](#) web page.
- 2.** Continue to practice proper hygiene, including hand washing and use of hand sanitizer.
- 3.** Wear your mask when directed and when you cannot keep a distance of 2m/6ft from others.
- 4.** Use proper coughing and sneezing etiquette.
- 5.** Continue to self-assess and if you should feel any symptoms call 8-1-1 and contact VGC as soon as possible.

VGC COVID-19 POLICIES AND PROCEDURES

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

- 1.** 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.
- 2.** Social distancing measures must be followed. This means staying 2m/6ft 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.
- 3.** All signs stating the maximum capacity of a room must be followed at all times.
- 4.** 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.
- 5.** Microwaves are not to be used at this time. Fridges are still available to use.
- 6.** No groups are to congregate outside the school by the entrance. Any smokers must remain 2m/6ft 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, the student must inform 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:

8:15 AM – 1:50 PM

or

8:15 AM – 3:25 PM
(Afternoon Plus Class)



PLACE:

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 8:10 AM (PST)

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.
*If you didn't receive an email with this information, check your spam folder.
*If you still continue to have issues, please email onlineclasses@vgc.ca by 8:00 AM on your first day.

8:10 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)

Online orientation presentation with a member of VGC's staff.

8:45 AM (PST)

Join your class and meet your teachers and your classmates using the Zoom Access ID on your student portal.

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. Please note you may not be studying the same days each week. If you have any questions about this, please ask during your online orientation or email 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: we suggest to email studentservices@vgc.ca with this information before you arrive on Campus).
- **Laptop or device and headphones to join the online class while on Campus.**



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.

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:

- Dec - Feb: 0 - 5 C
- March - May 5 - 15 C
- June - August: 20 - 25 C
- September - November: 10 - 18 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.



If you have any other questions, please contact us:

- ✉ marketing@vgc.ca
- ☎ + 1.604.688.9057
- ☎ + 1.778.737.9057

