New International Student Information Session:

How to Prepare for Your Arrival in
Calgary during the COVID-19 Pandemic

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International Student Services

• Drop-in (& remote) advising to assist with getting settled in Calgary

• Coordinate International Student Mentorship Program

• Coordinate Orientation events for international students

• imentor@ucalgary.ca
Lien Tran, International Student Immigration Specialist (RCIC)

International Student Services
(MSC 275)

• Advising on study permits, work permits, visas

issimmigration@ucalgary.ca

Find out more about programs and supports:
http://www.ucalgary.ca/iss
Session Agenda

• Immigration & Travel Restrictions
• Planning for before you arrive in Calgary
• Planning for after you arrive in Calgary
• Questions
Immigration: International Student Services (ISS)
Required Documents To Bring:

- A valid study permit or
- A study permit approval issued before March 18, 2020 (a port of entry letter of introduction)
- Your passport
- A copy of your UCalgary acceptance letter and updated enrolment letter
- Proof of Financial support
- Valid visa or eTA
ArriveCAN app

• If you are eligible to enter Canada, you are required to provide mandatory traveller information.

We highly suggest that you Download the ArriveCAN mobile app and submit your info quickly and reduce wait times when you enter Canada.

• You can submit your information up to 48 hours prior to arriving at the border.

Proof of essential travel

- A support letter from your department stating that it is essential for you to be in Canada for your studies (only if you meet travel exemption)
- If you are a returning student, proof that you have already been living in Canada and are now returning.
- 14 day Quarantine plan

https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/students.html#exemptions
Arriving in Canada

• Please let the Border Services Officer know that you are coming here as a student where you **FIRST** enter into Canada (first airport or land border crossing) - do not let them just move you through!

• Always answer all questions asked of you truthfully. If you do not know how to answer any questions, it is ok to say “I don’t know” just remember to remain calm and polite.
Review of your study permit

- Your Name is spelled correctly;
- Your Date of Birth is correct;
- Your Country of Citizenship is correct;
- Duration of the study permit is correct.
- Your Study Permit includes a printed condition authorizing you to work 20 hours a week:

Your study permit should state one of the following:
- "May work 20 hours per week off-campus or full-time during regular scheduled breaks if meeting criteria outlined in section 186(v) of IRPR" or
- "May accept employment on or off-campus if meeting eligibility criteria as per R186(f), (v) or (w). Must cease working if no longer meeting these criteria."
Review of your study permit

Remarks/Observations:
MUST ACTIVELY PURSUE STUDIES AT A DESIGNATED LEARNING INSTITUTION. MAY ACCEPT
EMPLOYMENT ON OR OFF CAMPUS IF MEETING ELIGIBILITY CRITERIA AS PER R186(F), (V) OR (W). MUST
CEASE WORKING IF NO LONGER MEETING THESE CRITERIA.

***THIS DOES NOT AUTHORIZE RE-ENTRY/CECI N'AUTORISE PAS LA RÉ-ENTRÉE***
Review of your study permit

If there are any errors or mistakes, please bring them to the attention of the Border Services Officer before leaving the area.
Useful websites to review before:

Online Studying

Online study announcement


IRCC is processing study permit on a 2-stage process. You will have to receive an approval on Stage 1 to be "approved-in-principle"

Immigration

International Student Services (ISS) has Immigration Advisors available to help you with your study permit, work permit, visa and other immigration questions. To use this service, you must bring along your UCalgary student ID and any Canadian immigration documents you may have.

www.ucalgary.ca/iss/immigration
Planning for your arrival (non-immigration)
Planning before you arrive in Calgary

• Staying informed about Covid-19
• Self-isolation (quarantine) plan
• Planning for your travel route
• Travel medical insurance
• Physical needs while in isolation
• Stay connected
• General resources
Planning for **after you arrive** in Calgary

- Staying informed about Covid-19
- Settlement tasks to complete (remotely while in isolation or after)
- Getting to know Calgary
- Connecting with other students
- Attending orientation & welcome events
Staying informed about Covid-19

• ISS Covid-19 FAQ page: [https://ucalgary.ca/student-services/iss/covid-19-faqs](https://ucalgary.ca/student-services/iss/covid-19-faqs)
  • UCalgary COVID-19 page
  • UCalgary Fall 2020 FAQ page
  • Alberta Health Services
  • City of Calgary website

• Check your UCalgary student email regularly
  • Read all emails from UCalgary
  • Read all emails from ISS
  • Sign up for the ISS newsletter
Self-Isolation (Quarantine) Plan

-before you arrive

• Legally required to have a plan for where you will self-isolate for 14 days upon arrival at final destination in Canada
  • You can be fined if you do not complete your full self-isolation period
  • While in isolation after travelling, if you become sick with cough, fever, shortness of breath, runny nose or sore throat during this time, you must isolate for an additional 10 days from the beginning of symptoms or until you are feeling well, whichever takes longer.
Self-Isolation (Quarantine) Plan
-before you arrive

Self-Isolation Requirements

• Review these important websites before you plan your travel for up-to-date requirements:
  • Government of Alberta Isolation Requirements: https://www.alberta.ca/isolation.aspx
  • Alberta Health Services Isolation Information: https://www.albertahealthservices.ca/topics/Page16997.aspx#trav
    • Symptoms to watch for
    • Guidelines for isolation and general well-being during Covid-19
    • Testing and non-emergency information
Self-Isolation (Quarantine) Plan
-before you arrive

Contacts to know:

- **Healthlink: 811**
  - 24 hour free phone line for non-emergency health concerns
  - Speak with a registered nurse
  - Service available in multiple languages

- **SU Wellness Services:** learn about services [ucalgary.ca/wellness-services](ucalgary.ca/wellness-services)

- **Emergency: 911**
  - Fire, Ambulance, & Police
Self-Isolation (Quarantine) Plan - before you arrive

- Self-isolation supports for international students website: ucalgary.ca/student-services/iss/resources/self-isolation-supports-international-students
  - How do I plan for self-isolation?
  - What are the requirements?
  - What are my accommodation options?
  - How can I best prepare?
  - How do I travel to my self-isolation accommodation?
Self-Isolation (Quarantine) Plan - before you arrive

Self-Isolation Accommodation Options:

• If you have a **guaranteed spot in on-campus residence**, visit the Residence Services website: https://www.ucalgary.ca/ancillary/residence

• If you’re planning to live **off-campus**, you must arrange short term accommodation to meet any isolation requirements.
  • UCalgary has arranged some budget-friendly options with local hotels, that include different grocery, food, and/or in-room cooking options: https://ucalgary.ca/student-services/iss/resources/housing

• **You must make these arrangements before you travel**
Planning for your travel route:  
-before you arrive

• If you have connecting flights in multiple countries or airports, check any airline and airport websites before you leave so you are aware of any covid-related policies or requirements
  • Eg. do you need to be aware of extra time required when arriving
  • Eg. do you need to wear a mask or face covering

• Calgary International Airport: https://www.yyc.com/
Planning for your travel route: 
-before you arrive

• You must travel directly from the Calgary airport to your self-isolation accommodation without stopping.
• The most-direct option would be to take a taxi or ride-share (Uber).
• If you’ve arranged hotel accommodation, check to see if they have a special taxi rate or a shuttle service provided.
  • Welcome Centre: ucalgary.ca/student-services/welcome-centre/arriving-in-calgary
  • ISS Getting Around: ucalgary.ca/student-services/iss/resources/getting-around
Travel Medical Insurance
-before you arrive

• Arrange for medical insurance that provides you with coverage while you are travelling to Calgary and through your first two weeks

• Easiest to purchase from a company in your home country; sometimes in combination with your flight

• You will want to purchase a plan that at least covers doctor visits, hospitalization, prescription drugs, vision care, and dental care

• This allows you time after you have arrived and completed self-isolation to apply to the Alberta Health Care Insurance Plan (AHCIP) & review your coverage through the Students Union or Graduate Student Association
Physical needs while in self-isolation -before you arrive

• Consider needs that may arise while you are in self-isolation:
  • **Expenses:** make sure you account for this possible expense when budgeting your funds for your first few weeks in Calgary (consider cost of accommodation and grocery or meal delivery)
  • **Payment options:** bring an international credit card (Visa or Mastercard) to allow for smooth online payment for any items that you need to buy remotely while in self-isolation

• [https://ucalgary.ca/student-services/iss/resources/banking](https://ucalgary.ca/student-services/iss/resources/banking)
• [https://ucalgary.ca/student-services/iss/resources/finances](https://ucalgary.ca/student-services/iss/resources/finances)
Physical needs while in self-isolation -before you arrive

• Consider needs that may arise while you are in self-isolation:
  • **Grocery and meal delivery:** research your accommodation to determine whether these services are included; if not, learn more about local options and helpful apps or websites:
    • Apps: [https://ucalgary.ca/student-services/iss/resources/choosing-cellphone-plan](https://ucalgary.ca/student-services/iss/resources/choosing-cellphone-plan)
    • Food & Shopping: [https://ucalgary.ca/student-services/iss/resources/food-and-shopping](https://ucalgary.ca/student-services/iss/resources/food-and-shopping)
  • **Medicine:** if you have any pre-existing medical conditions that require medication, bring enough with you to meet your needs while isolating. Learn more about travelling with prescription medication [https://travel.gc.ca/travelling/health-safety/medication](https://travel.gc.ca/travelling/health-safety/medication)
Physical needs while in self-isolation
-before you arrive

• Consider needs that may arise while you are in self-isolation:
  
  • **Cell-phone or internet access:** you must go directly to your self-isolation accommodation, so you will not be able to purchase a Canadian cell phone right away.
    • *Some providers may be set up to allow you to set up your phone plan remotely while in self-isolation*
  
  • Bring a wifi-compatible laptop or cell phone (which you can keep on “airplane mode” to avoid charges) in order to access the internet while you are isolating.
    • You’ll be able to access key UCalgary services through the website and email advising as long as your accommodation has wifi.

  • *Remember an electrical adaptor for outlets*

  [Link to UCalgary student services]

  [Link to self-isolation supports for international students]
Stay connected - before you arrive

• Consider how you will stay in touch remotely with family and friends while in isolation
  • Planned times for a phone/video call or shared remote activities (eg. video games, watch tv or videos together, stretches/yoga)

• Participate in UCalgary programs & events now:
  • Sign up for a peer UCalgary mentor (open now—it’s free)
  • Attend remote events: UCalgary unwind
  • Check if your faculty or department has a program-specific mentorship program
  • Sign up for orientation & welcome events--& keep attending webinars (by ISS and other offices)

ucalgary.ca/student-services/iss/student-life/international-mentorship
Settlement Tasks - after you arrive

There are some tasks you may choose to complete remotely while in self-isolation (or plan to complete once you are done your isolation period).

• Review the New International Student Checklist and consider submitting documents online for:
  • Social Insurance Number (SIN)
  • Alberta Health Care Insurance Plan (AHCIP)
• Explore setting up accounts remotely:
  • Canadian bank account
  • Canadian cell phone plan
• https://ucalgary.ca/student-services/iss/resources/self-isolation-supports-international-students
• https://ucalgary.ca/student-services/iss/resources/new-international-student-checklist
Scams

- Suspicious phone calls from people posing as:
  - Canada Revenue Agency (CRA)
  - Immigration Officials
  - Alberta Health Services
  - Fake job postings
  - Fake apartment/house rental postings
  - Police

- Language to pressure you into a decision

- Language that is aggressive

- Demanding immediate payment
  - E-transfer
  - Bitcoin
  - Prepaid credit cards or gift cards
Examples of Fraudulent Texts & Calls

So in next **24 hours** we will be marking a **lien on your assets** and your bank accounts due to your **inability to settle your dues with the CRA**. A bill collection officer will **visit you soon** to complete the paper works. If you have any questions then call our tax default line. **888-745-0433**, I repeat it’s, **888-745-0433**. If you don’t call **immediately**, or if we don’t hear from your attorney either, then you will be **solely responsible for all legal consequences**. Goodbye.
Avoiding Scams

• Keep your personal information and documents safe
  • SIN keep protected
  • Credit or banking information
  • Use caution before clicking links in texts or emails

• Protect Yourself
  • Don’t answer calls from numbers you don’t recognize
  • Hang up—block phone numbers
  • Ask for a number to call back later
  • Research a potential rental property or job opportunity

If you are uncertain please speak to ISS
before taking any action or sharing any information
Settlement Tasks -after you arrive

There are some tasks you may choose to complete remotely while in self-isolation (or plan to complete once you are done your isolation period).

- Visit the Welcome Centre website and talk to the student staff remotely (using Zoom) with any questions about getting settled: 9:30-4:00 pm MDT (Calgary time) **Opens Aug 20**
  - Virtual service for new-to-Calgary students to get peer advising
  - welcome@ucalgary.ca
  - www.ucalgary.ca/student-services/welcome-centre

- Review and register for any orientation programming for new international students: [https://ucalgary.ca/student-services/iss/resources/international-student-orientation](https://ucalgary.ca/student-services/iss/resources/international-student-orientation)
  - Starting August 25: there’s lots of content available online to work through at your own pace.
Finding long-term accommodation:

- While in self-isolation, start your online search for a long-term off-campus accommodation (if needed).
- You can use this time to research what’s available and possibly schedule viewings for once you are done your self-isolation time.
- Do not rent accommodation without first viewing it and talking to the landlord/other roommates.
- [https://ucalgary.ca/student-services/iss/resources/housing](https://ucalgary.ca/student-services/iss/resources/housing)
Get to know Calgary, UCalgary, & connect with other new students - after you arrive

- Ways to explore Calgary and UCalgary remotely
- Check the ISS website for virtual and self-guided tour information (updated next week)

- Stay in touch - we’re here to help! Contact us along the way with questions:
  international.advice@ucalgary.ca

- www.ucalgary.ca/student-services/iss/resources/self-isolation-supports-international-students
Other Ways to help make your adjustment to UCalgary studies as smooth as possible:

- ISS Immigration & Resources, the New International Student Checklist, & the Self-Guided Tour* page (*up next week)
- Attend other New International Student Information Series Sessions (See next slide)
- Request an International Student Mentor! It’s free!
- Review the International Student Orientation Module information online August 25! Includes short videos and advice from staff across campus specific for you.
- Attend the live panels for international students (and submit your questions in advance):
  - Undergrad/exchange students: Sept 1. 9:30 a.m. MDT (Calgary time)
  - Grad students: Sept 2. 9:30 a.m. MDT (Calgary time)
- Parent & Family orientation (for your parents/family): August 25
- Attend campus-wide orientation events remotely Sept 2-4
- Learn more at: https://ucalgary.ca/student-services/iss/resources/international-student-orientation
Other Upcoming Sessions & Events:

- **Resources for Students with Families:** Tuesday, August 18 (11 am MDT) & Tuesday, Sept 22 (11 am MDT)
- **Finances and Planning for the Year Ahead:** Wednesday, August 19 (11 am MDT) & Thursday, Sept 17 (11 am MDT)
- **Finding Off-Campus Accommodation:** Wednesday, August 26 (11 am MDT)
- **Healthcare & Insurance in Alberta:** Thursday, August 27 (11 am MDT) & Tuesday, Sept 15 (11 am MDT)

*Learn more or register at [https://events.ucalgary.ca/international-student-services/](https://events.ucalgary.ca/international-student-services/)*
Connecting with ISS

• Remotely:
  • Monday-Friday, 9:00-12:00 pm & 1-4:00 pm MDT (Calgary time)
  • No appointment necessary

• E-mail: international.advice@ucalgary.ca

• Immigration E-mail: issimmigration@ucalgary.ca

• Website: www.ucalgary.ca/iss

• ISS COVID FAQ: https://ucalgary.ca/student-services/iss/covid-19-faqs

• Newsletter: weekly updates www.ucalgary.ca/iss

• Events calendar: https://events.ucalgary.ca/international-student-services/

• Facebook: https://www.facebook.com/UCalgaryISS/

• Instagram: @ucalgaryiss
Questions?

*Please type them in the chat box.*
Thank you

international.advice@ucalgary.ca
issimmigration@ucalgary.ca