

New International Student Information Session:

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

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UNIVERSITY OF
CALGARY

Due to the evolving and unpredictable nature of the Covid-19 pandemic, rules and regulations may change without advanced notice.

This information is current as of Feb 19, 2021. While this is a helpful resource to get you started, please ensure that you are informed of updated regulations and policies prior to travel to Canada.

- 1. Start to Plan for Your Travel**
- 2. Before Your Arrival in Canada**
- 3. Upon Your Arrival in Canada**
- 4. While in Quarantine**
- 5. After Your Quarantine**

Start to Plan for Your Travel

Review Current Government of Canada Travel Restrictions & Covid-19 Situation in Calgary

Gather Canadian Immigration Documents

Prepare for Quarantine Requirements

Plan for Physical Needs while in Quarantine

Inform UCalgary about Your Travel Plans

Staying informed about Covid-19

- Key websites:
 - [ISS Covid-19 FAQ](#)
 - [UCalgary COVID-19 page](#)
 - [UCalgary Winter 2021 FAQs](#)
 - [Alberta Health Services](#)
 - [City of Calgary](#)
 - [UCalgary Residence Services FAQ](#) (if planning to live on-campus)
- Check your UCalgary student email regularly – stay updated
 - *Read **all** emails from UCalgary*
 - *Read **all** emails from ISS*
 - *Sign up for the ISS newsletter*

Staying informed about Government of Canada Updates

- Key UCalgary websites:
 - [ISS Covid-19 FAQ](#)
 - [UCalgary COVID-19 page](#)
- External websites:
 - <https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/students.html#exemptions>
 - <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>
 - <https://travel.gc.ca/travel-covid>

Required Documents To Bring:

- A valid study permit or
- A study permit approval (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

Proof of essential travel

- A support letter from your department stating reasons for you to be in Canada for your studies is only suggested not required. **You will need to contact your program advisor for it, ISS does not issue these letters.**
- 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>

Update: Mandatory 3-Night Hotel Stopover

Effective February 22, 2021 the Government of Canada is requiring travelers entering Canada to stay 3-nights in a designated hotel quarantine location, while awaiting their COVID-19 test results.

For information about the requirement, how to book, what to expect, and hotel responsibilities, visit:

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice/mandatory-hotel-stay-air-travellers.html>

Please note this is a cost that you must incorporate into your budget and plans.

Quarantine Plan

- Legally required to have a plan for where you will self-isolate for 11 days upon arrival at final destination in Canada (after completing required 3 day stay in hotel)—a total of 14 days
 - 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 stay in isolation and complete the online assessment for COVID-19 testing (<https://www.albertahealthservices.ca/topics/Page17058.aspx>)

Quarantine Plan

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

Physical needs while in quarantine

- 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>

Physical needs while in quarantine

- 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*
- ucalgary.ca/student-services/iss/resources/self-isolation-supports-international-students

Make plans to stay connected

- 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)
- Plan to participate in UCalgary programs & events:
 - 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

Quarantine Plan

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>
- <https://www.ucalgary.ca/ancillary/residence/winter-2021-faqs>
- If you're planning to live **off-campus**, you must arrange short term accommodation to meet any isolation requirements after completing your 3-day hotel stay.
 - 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*

Quarantine Plan

- Self-isolation supports for international students website:
 - 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?

<https://ucalgary.ca/student-services/iss/resources/self-isolation-supports-international-students>

Inform UCalgary of Your Plans: Quarantine Information for UCalgary Students

- Review the UCalgary Quarantine process:
<https://www.ucalgary.ca/current-students/quarantine-information-students>
 - Includes requirement to inform UCalgary (sphi@ucalgary.ca) of your quarantine plan, arrival, and any updates

Before Your Arrival in Canada

Arrange Travel Medical Insurance

Plan for Expenses

Download ArriveCAN & Submit Your Plans

Complete Required Molecular Pre-Departure Test

Plan Travel Route to Your Quarantine Location

Travel Medical Insurance

- Arrange for medical insurance that provides you with coverage while you are travelling to Calgary and possibly a few days while you get settled
- 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
- <https://ucalgary.ca/student-services/iss/resources/medical-insurance>

Healthcare & Medical Insurance in Alberta

- **Webinar:** December 15, 2020, 9:00am - 10:00am MST (Zoom)
- Overview of the Alberta Healthcare system and Medical Insurance, including:
 - Alberta Health Care Insurance Plan
 - Graduate Student Association and Student Union health & dental plans:
 - UCalgary Wellness Centre Services
 - Emergency and Non-Emergency Contacts
 - And answer your questions
- https://events.ucalgary.ca/international-student-services/#!/view/event/event_id/198693

Plan for Expenses

- 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/finances>

ArriveCAN app

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

You **MUST submit your information electronically through ArriveCAN** before you board your flight

- We highly suggest you download the [ArriveCAN](#) mobile app and submit your info quickly and reduce wait times when you enter Canada.
- Please note you must check-in on the app every day during your isolation.

https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#a_arriveCAN

<https://www.canada.ca/en/public-health/news/2020/11/government-of-canada-announces-new-mandatory-requirements-for-travellers-to-canada.html>



Update: Pre-departure Covid-19 test requirement

COVID-19 testing required for people flying into Canada

- As of January 7, 2021, air travellers are required to present a negative COVID-19 test result to the airline prior to boarding international flights bound for Canada.
- The test must be completed within 72 hours of your flight to Canada.

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<https://www.canada.ca/en/transport-canada/news/2021/01/new-pre-departure-covid-19-testing-requirements-come-into-effect-for-all-air-travellers-flying-into-canada.html>

Planning for your travel route:

- 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
- You must travel directly to self-isolation location without stopping
- The most-direct option would be to take a taxi or ride-share (Uber) while wearing face mask.
- If you've arranged hotel accommodation for the second part of your quarantine, check to see if they have a special taxi rate or a shuttle service provided.
 - ISS Getting Around: <https://ucalgary.ca/student-services/iss/resources/getting-around>

Upon Your Arrival in Canada

Complete Covid-19 Test in Airport



Complete 3-day Hotel Stay



Provide Updates through ArriveCAN
& to UCalgary



Complete remainder of Quarantine

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 Canadian Immigration websites to review

- <https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/prepare-arrival.html>
- <https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/students.html#travel>
- www.ucalgary.ca/iss/immigration

Alberta Border Testing Pilot Program: *Suspended as of Feb 21, 2021*

- The Alberta COVID-19 Border Testing Pilot Program started November 2, 2020.
- **This program is suspended as of Feb 21, 2021 due to new Government of Canada travel rules.**
- <https://www.alberta.ca/international-border-pilot-project.aspx>
- <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice/alberta-covid-19-border-testing-pilot-program.html>

Covid-19 Test in Canadian Airport

- Effective February 22, the Government of Canada is requiring all travellers entering Canada to take a COVID-19 test before leaving the airport upon their arrival in Canada.
- For more information about test requirements, please visit: <https://travel.gc.ca/travel-covid/travel-restrictions/flying/covid-19-testing-travellers-coming-into-canada>.

Update: Mandatory 3-Night Hotel Stopover

- Effective February 22, 2021 the Government of Canada is requiring travelers entering Canada to stay 3-nights in a designated hotel quarantine location, while awaiting their COVID-19 test results.
- For information about the requirement, how to book, what to expect, and hotel responsibilities, visit:
 - <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice/mandatory-hotel-stay-air-travellers.html>
- If your COVID test result is negative, you can make your way to Calgary and finish the rest of your quarantine there:
 - <https://travel.gc.ca/travel-covid/travel-restrictions/flying#health-check>.

Provide Updates through ArriveCAN & to UCalgary



- The Government of Canada uses the ArriveCAN app. While you are in quarantine, you'll update the app daily.
- The University of Calgary also wants to ensure you are doing well. Please update the University by following the Quarantine Process, including informing sphi@ucalgary.ca of your quarantine plan, arrival, and any updates.
 - <https://www.ucalgary.ca/current-students/quarantine-information-students>

Complete Remainder of Quarantine

- If your COVID test result is negative, you can make your way to Calgary and finish the rest of your quarantine there:
 - <https://travel.gc.ca/travel-covid/travel-restrictions/flying#health-check>.

While in Quarantine

Provide Updates through ArriveCAN & to UCalgary

Monitor Your Health & Well-being

Stay Connected

Learn about Key Resources

Complete (or plan for) Settlement Tasks

Provide Updates through ArriveCAN & to UCalgary



- The Government of Canada uses the ArriveCAN app. While you are in quarantine, you'll update the app daily.
- The University of Calgary also wants to ensure you are doing well. Please update the University by following the Quarantine Process, including informing sphi@ucalgary.ca of your quarantine plan, arrival, and any updates.
 - <https://www.ucalgary.ca/current-students/quarantine-information-students>

Monitor Your Health & Wellbeing

- 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 stay in isolation and complete the online assessment for COVID-19 testing
(<https://www.albertahealthservices.ca/topics/Page17058.aspx>)
- Please reply to any emails from the University
- There are virtual services available to access for both mental and physical health support while you are in isolation

Monitor Your Health & Wellbeing

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
- **Emergency: 911**
 - Fire, Ambulance, & Police



Stay connected & Learn about Key Resources

- Contact your family, friends, or loved ones while in isolation to check in:
 - 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:
 - 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)
 - <https://events.ucalgary.ca/international-student-services/>

Settlement Tasks

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:
 - Canadian bank account
 - Canadian cell phone plan
 - Social Insurance Number (SIN)
- <https://ucalgary.ca/student-services/iss/resources/self-isolation-supports-international-students>
- <https://ucalgary.ca/student-services/iss/resources/new-international-student-checklist>

Settlement Tasks

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 safely viewing it and talking to the landlord/other roommates.**
- <https://ucalgary.ca/student-services/iss/resources/housing>

Settlement Tasks

Finding Off-Campus Accommodation

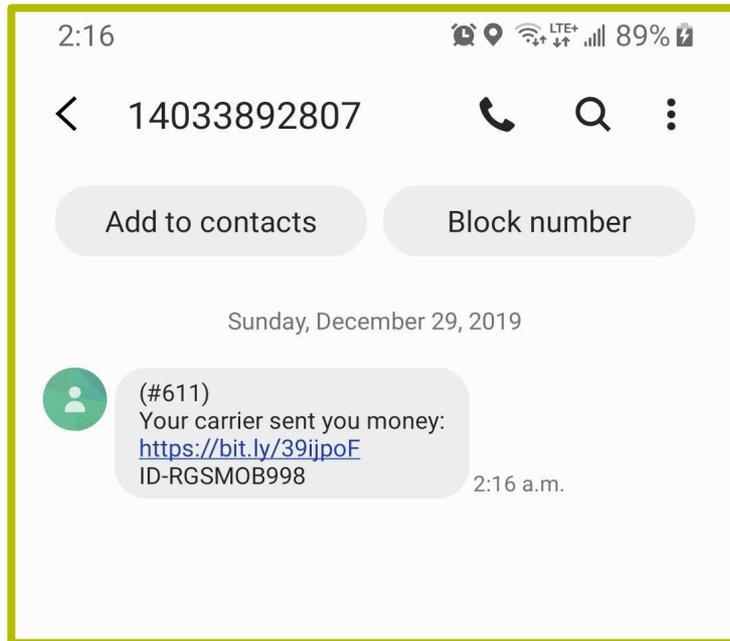
- Webinar:
 - Dec 14, 9:00 a.m. 10:00 a.m. Zoom
 - Late Jan/Early Feb: dates to be confirmed
- Overview of resources and important considerations when looking for rental housing in Calgary, including:
 - Online resources for searching for rentals in Calgary
 - Questions to ask when viewing a rental property
 - Rights and responsibilities as a tenant
 - Tips for avoiding rental scams
 - Information about self-isolating due to Covid-19
- https://events.ucalgary.ca/international-student-services/#!view/event/event_id/198692

Scams- Newcomers

- 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

<https://www.canada.ca/en/immigration-refugees-citizenship/services/protect-fraud/newcomers.html>

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.

<https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/04333.html>

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
- <https://www.canada.ca/en/employment-social-development/programs/sin/protect.html>
- 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**

After Your Quarantine

Learn about Current Covid-19 Restrictions in Calgary



Safely Get to Know Calgary & UCalgary Campus



Ask Questions & Seek Support as Needed

Staying informed about Covid-19

- Key websites:
 - [ISS Covid-19 FAQ](#)
 - [UCalgary COVID-19 page](#)
 - [UCalgary Winter 2021 FAQs](#)
 - [Alberta Health Services](#)
 - [City of Calgary](#)
 - [UCalgary Residence Services FAQ](#) (if planning to live on-campus)
- Check your UCalgary student email regularly – stay updated
 - *Read **all** emails from UCalgary*
 - *Read **all** emails from ISS*
 - *Sign up for the ISS newsletter*

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:
 - <https://ucalgary.ca/student-services/iss/resources/getting-familiar-ucalgary-campus>
- Stay in touch- we're here to help! Contact us along the way with questions:
 - iss@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**
 - Attend other **Welcome Webinars** (See next slide)
- Request an **International Student Mentor!** It's free!
- Review the **International Student Orientation on-demand content!** Includes short videos and advice from staff across campus specific for you.
- Review videos of the Winter 2021 orientation panels:
 - **New International Students Studying from outside Canada**
 - **New International Students Studying in Calgary**
 - **Virtual New Student Orientation (UCalgary Student Panels)**

<https://ucalgary.ca/student-services/iss/resources/international-student-orientation>

Welcome Webinars Content to Review:

- **Finances and Planning for the Year Ahead**
- **Finding Off-Campus Accommodation**
- **Healthcare & Insurance in Alberta**
- **Resources for Students with Families**

- <https://ucalgary.ca/student-services/iss/resources/international-student-orientation>

Connecting with ISS

- Remotely:
 - Monday-Friday, 9:00-12:00 pm & 1-4:00 pm MDT (Calgary time)
 - No appointment necessary
- General E-mail: iss@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](https://ucalgary.ca/student-services/iss/student-life/iss-newsletter): <https://ucalgary.ca/student-services/iss/student-life/iss-newsletter>
- [Events calendar](https://events.ucalgary.ca/international-student-services/): <https://events.ucalgary.ca/international-student-services/>
- Facebook: <https://www.facebook.com/UCalgaryISS/>
- Instagram: [@ucalgaryiss](https://www.instagram.com/ucalgaryiss)



UNIVERSITY OF
CALGARY

Thank you

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