



UNIVERSITY
CANADA WEST

Student Pre-Arrival Package



January 18, 2022

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INTRODUCTION

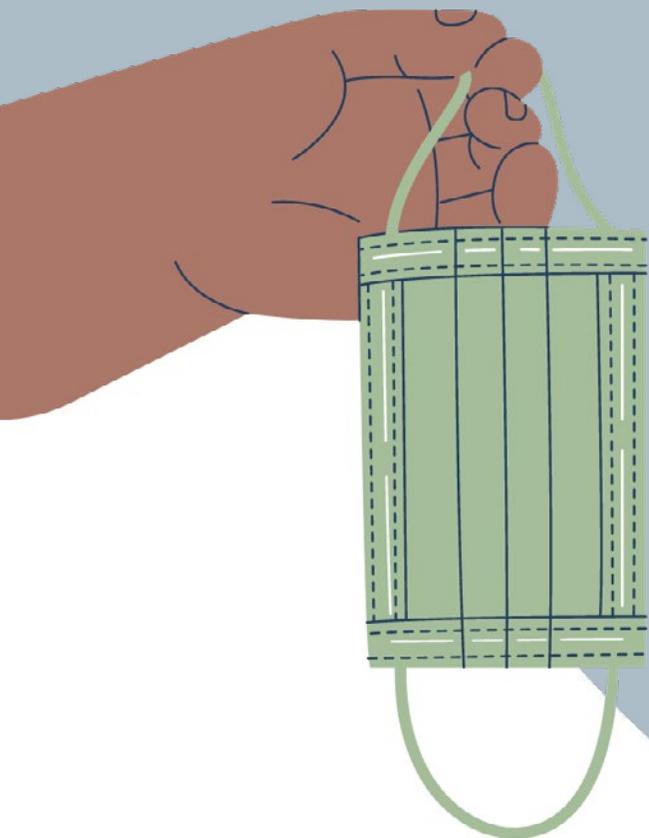
Congratulations on being accepted to University Canada West. We're thrilled that you'll be joining the UCW Community. This Pre-Arrival Package will give you the information and confidence you need to start, or continue, your academic journey with us.

This package contains the information you need to know before you leave your home country, tips for travelling and detailed information for your safe arrival in Canada.

Since the onset of COVID-19, University Canada West has placed the safety of our students, faculty and staff at the forefront of our response. We will continue to adapt our teaching, learning and service delivery methods to ensure students can continue to succeed in a safe and responsible manner.

UCW has introduced a number of student support services and resources that are available to you before, during and after your arrival. Please review the details outlined in this package.

If you have any additional questions, please contact us at healthandsafety@ucanwest.ca.



STEPS TO PLAN YOUR ARRIVAL

Since October 1, 2022, COVID-19 border requirements, including vaccinations, mandatory use of ArriveCAN and any testing and quarantine/isolation requirements are not required for most travellers entering Canada, whether by land, air or sea.

Temporary Health Measure for Air Travellers Arriving from China, Hong Kong or Macao: As of 12:01 am EST on January 5, 2023, all air travellers who are two years of age and older, arriving on flights originating from the People's Republic of China, Hong Kong or Macao, will need to provide evidence of a negative COVID-19 test result, taken no more than two days before their departure, to the airline prior to boarding. These planned health measures will apply to air travellers, regardless of nationality and vaccination status. The temporary health measure is in place for 30 days and will later be reassessed. For more information, please click [here](#).

For the latest COVID-19 travel and testing requirements, please visit the federal government website [here](#). For additional international travel health notices, please click [here](#).



PRIOR TO DEPARTURE



PRIOR TO DEPARTURE

You've worked your way through the application process and have been accepted to UCW. Now you are planning your big move and you're getting close to leaving for beautiful Vancouver, Canada.

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Since October 1, 2022, most travellers, regardless of citizenship, will no longer be required to:

- Submit public health information through the ArriveCAN app or website
- Provide proof of vaccination
- Undergo pre- or on-arrival testing
- Carry out COVID-19-related quarantine or isolation
- Undergo health checks for travel on air and rail
- Wear masks on planes and trains
- Monitor and report if they develop signs or symptoms of COVID-19 upon arriving to Canada

For more information, please click [here](#).

Although masking requirements have been lifted, all travellers are strongly recommended to wear high-quality and well-fitted masks during their journeys. Students travelling by air are reminded to check current travel rules and requirements for local airlines and all countries they may be transiting through.

To travel to Canada, please gather the following documents to travel and receive your study permit.

Upon arrival in Canada, the Canadian Border Services Agency (CBSA) will ask students to provide additional information to facilitate the immigration process. Students are required to have the following documents ready when arriving in Canada:

- A valid passport or travel document;
- The letter of introduction the visa office sent you when they approved your study permit. This letter has your permit reference number, which the officer uses to issue your study permit;
- A copy of a valid letter of acceptance from UCW or a confirmation of enrolment letter if already enrolled in courses;
- Proof that you have enough money to support yourself during your stay in Canada;
- Letters of reference or any other documents the visa office told you to bring and;
- Either a valid Electronic Travel Authorization (eTA) or visitor visa (temporary resident visa). If you have a valid eTA, it will be linked to the passport you used to apply for your study permit.
- Additional documents may be requested by CBSA

Note: If you apply for an initial study permit outside of Canada, you do not need to apply separately for a Temporary Resident Visa (TRV). If your study permit is approved and a TRV is required, your passport will be requested for the TRV stamp. International students will receive their initial study permit at the border after being interviewed by an immigration officer.

For more information on preparing for arrival, visit the federal government website [here](#).

Important: When you receive your initial study permit at the border, please verify that your personal information on the permit is correct. This includes your first and last name, country of birth, birthdate, gender and conditions. It may take six months to apply for a study permit amendment once in Canada, which may cause inconveniences in the future.

WHILE TRAVELLING



WHILE TRAVELLING

Although masking requirements were lifted October 1, 2022, all travellers are strongly recommended to wear high-quality and well-fitted masks during their journeys.

It's important to adhere to the following tips to ensure a safe journey to Canada:

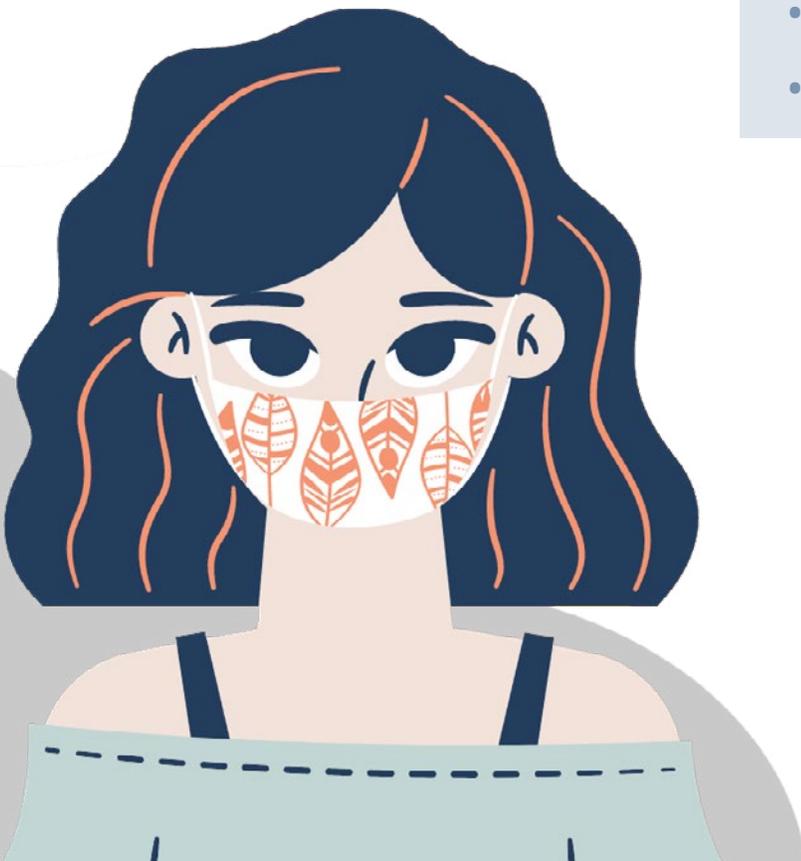
- Wear a mask. In most places in Canada, it is recommended to wear a mask at the airport.
- Avoid large crowds or crowded areas.
- Avoid contact with sick people, especially if they have a cough, fever or difficulty breathing.
- Wash your hands often with soap under warm running water for at least 20 seconds.
- Use alcohol-based hand sanitizer if soap and water are not available. Always keep some with you when you travel.
- Practice proper cough and sneeze etiquette.
- Take precautions against respiratory illnesses and seek medical attention if you become sick.

The following people should not wear a mask:

- Children under two years old
- People who have trouble breathing
- People who need help removing a mask
- People who provide a medical certificate certifying that they're unable to wear a face mask for a medical reason

If you are abroad and you have COVID-19 symptoms or have been diagnosed with COVID-19:

- Follow the advice and instructions of local public health authorities.
- Seek medical attention if required.



UPON ARRIVAL



UPON ARRIVAL

You have packed, practiced safety on your flight, landed in Vancouver and received your study permit at the airport. Congratulations on taking a huge step towards starting your studies!

UPLOADING DOCUMENTS TO THE MYUCW STUDENT PORTAL

Now that you've arrived in Canada, make sure that you upload all the necessary documents to the MyUCW Student Portal. Here are the steps you need to follow:

1. Log in to the [MyUCW Student Portal](#).
2. Select the **My Records** tab from the menu on the left side of the page.
3. Select **Requests** in the drop-down menu. Here you will see a list of the documents you are required to upload and their status.
4. Click on the requested document and follow the instructions to upload.
5. On the **Requests** page you will see if the requested documents have been submitted.
6. The Registrar's Office will review your documents and once approved, the document will show up under **Completed Requests**.
7. If you have any questions regarding the requested documents, please contact the Registrar's Office at ucw.registrar@myucwest.ca.

The screenshot displays the MyUCW Student Portal interface. On the left is a navigation menu with a 'NAVIGATION' header. Under 'MY RECORDS', 'Requests (0)' is highlighted with a blue circle containing the number '3'. A larger blue circle with the number '2' is positioned to the left of the 'MY RECORDS' header. The main content area shows a breadcrumb trail 'Home → Requests' and a red heading 'REQUESTS'. Below this is a table with a header 'PENDING REQUESTS' and a sub-header 'REQUEST NAME'. A single entry is shown: 'Medical Insurance' with a status of 'Submitted - Pending Review'. A hand cursor icon points to the 'Medical Insurance' text. A blue circle with the number '5' is located to the right of the table.

COVID-19 SYMPTOMS & RESOURCES IN CANADA

You should be watching out for symptoms of COVID-19 in yourself or anyone you are living with. These symptoms include:

- Fever or chills
- Cough
- Loss of sense of smell or taste
- Difficulty breathing
- Sore throat
- Loss of appetite
- Runny nose
- Sneezing
- Extreme fatigue or tiredness
- Headache
- Body aches
- Nausea or vomiting
- Diarrhea

If you develop symptoms, please use the self-assessment tool for further instructions: bc.thrive.health/covid19.

If you develop the following **severe symptoms**, call **911** or your local emergency number:

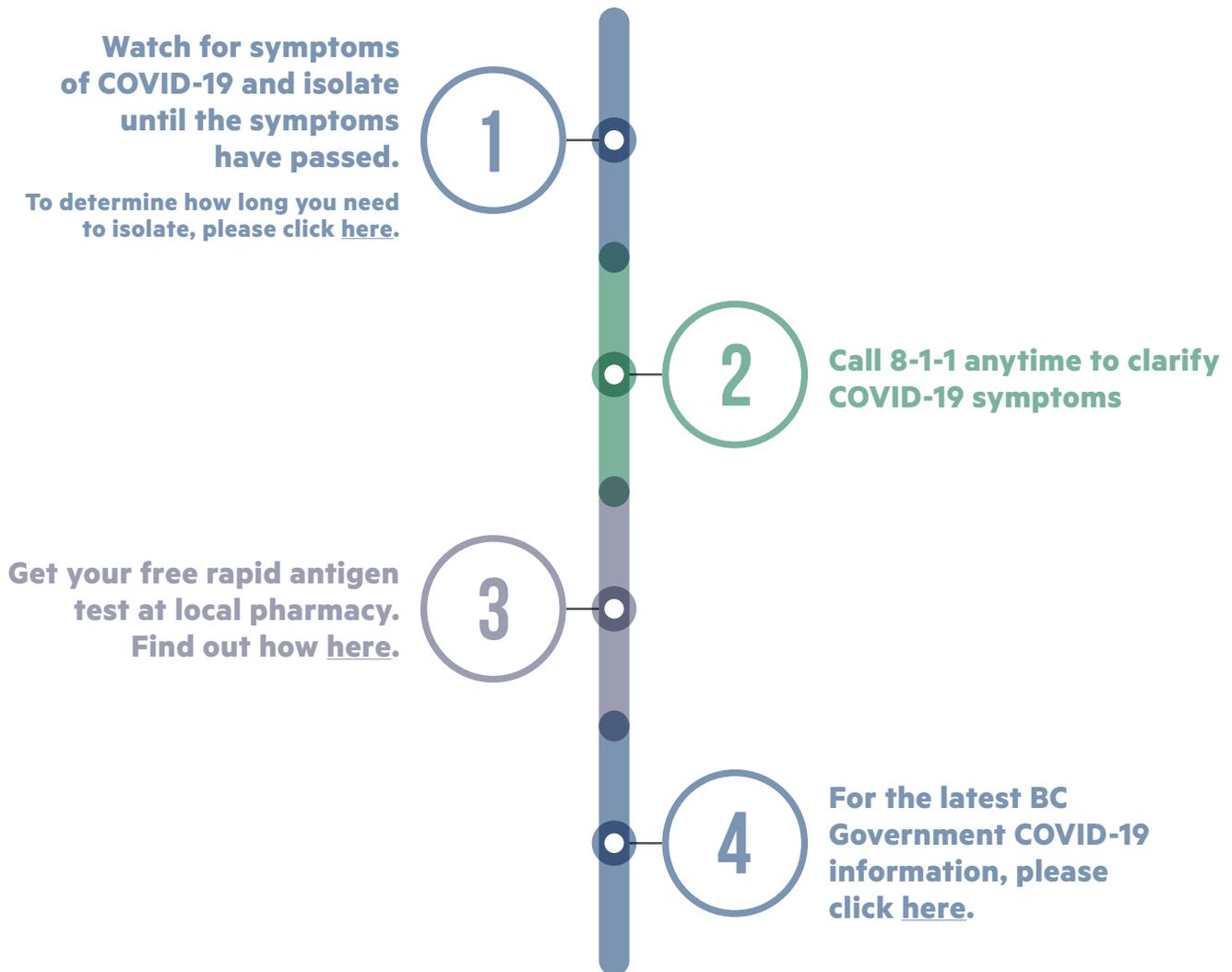
- Trouble breathing or severe shortness of breath
- Persistent pressure or pain in the chest
- New onset of confusion
- Difficulty waking up or staying awake
- Pale, grey or blue-coloured skin, lips or nail beds

Follow [instructions for safe transport](#) if taking an ambulance or a private vehicle to a hospital or clinic.

For more information, visit:

- [Symptoms of COVID-19 \(HealthLink BC\)](#)
- [When to get a COVID-19 test \(BCCDC\)](#)
- [If You Have COVID-19 \(BCCDC\)](#)

WHAT TO DO IF YOU ARE SICK OR TEST POSITIVE FOR COVID-19 IN CANADA



OTHER IMPORTANT INFORMATION

MEDICAL INSURANCE & MENTAL HEALTH SUPPORT

Guard.Me is mandatory for all new international students in Canada for their first term at UCW. Students are now able to register themselves through the new registration platform. The self-serve features save time and allow students to get immediate medical coverage in their term at University Canada West. For more information about Guard.Me, visit the MyUCW Student Portal under the Student Affairs tab or click [here](#) for the microsite.

All UCW students have worldwide access to the **keep.meSAFE** program operated by Guard.Me. This is a digital mental health support program for international students with the goal of providing assistance for those who need it. You can find information about keep.meSAFE in the MyUCW Student Portal under the Student Affairs tab. Download the My SSP app to access keep.meSAFE. The app is available on both iOS and Android app stores.

Once in Canada, students should register for the government insurance plan, **Medical Services Plan (MSP)**, as soon as possible. It is mandatory for all BC residents (visa/study permit OR living in BC for more than six months) to apply for MSP. Once you arrive in BC, you must apply for this insurance through an online form, by mail or in-person at a ServiceBC location. The monthly fee for an international student is \$75 CAD per individual per month.

Keep in mind that it may take up to three months from the day you apply until the time you receive notification about your coverage start date.

Please click [here](#) to apply for MSP.

All UCW students living in British Columbia also have access to [Here2Talk](#), a BC Government service that connects all post-secondary students in BC with 24/7 mental health support.

CHECK TRAVEL GUIDELINES

At the end of this guide, you will find a list of references we used to prepare this information package where you can find all the travel advisories from the Government of Canada.

Please check the link for a checklist: [Entering Canada Checklist](#)

FAMILY MEMBERS

If they are coming with you to Canada or joining you later:

Immediate family members, such as a spouse/common-law partner and dependent child, can travel with you but must have valid travel documents and documents for proof of relationship.

For more information, please check the federal government website [here](#).

VACCINATION IN CANADA

All residents of Canada can get vaccinated, regardless of their status. If you are not fully vaccinated, or require a booster, please follow the Government of BC vaccine plan and register to get your vaccine. For more information, [click here](#). For those who received vaccinations outside Canada, please submit and update your immunization record [here](#).

APPENDICES



APPENDIX A – IMPORTANT UNIVERSITY CONTACTS

For more information about UCW departments and how they can help you, check the Student Resources tab in the [MyUCW Student Portal](#).

APPENDIX B – PRE-ARRIVAL RESOURCES

GROCERIES

There are many websites and apps available to order food and groceries from in Vancouver. Here are just a few:

Restaurant delivery:

- [Doordash](#)
- [Uber Eats](#)
- [SkiptheDishes](#)

Grocery delivery:

- [Parcelpal](#) (also delivers from restaurants)
- [Instacart](#)
- [Inabuggy](#)

TRANSPORTATION FROM THE AIRPORT

Students can find a list of government-licensed taxis and their licensed pickup zones [here](#).

Students can also take a ride hailing service:

- [Uber](#)
- [Lyft](#)

Please adhere to the following rules while travelling from the airport to your destination (see above for transportation options):

- It is recommended to wear a suitable mask or face covering while on public transit.

SUPPORT FOR FAMILY MEMBERS

UCW understands that some students will be traveling to Canada with their family so we have compiled a list of resources they can access to help ease their transition to Canada.

MOSAIC is one of the largest settlement non-profit organizations in Canada. They serve immigrant, refugee, migrant and mainstream communities in Greater Vancouver and the Fraser Valley as well as throughout the Province of BC. Learn more [on their website](#).

Here is a list of community and cultural centres in Vancouver as well as the resources and services they offer:

Mental Health Supports

Vancouver Coastal Health has compiled [this list of mental health support services](#) available to newcomers to BC. Wellness Together Canada offers mental health support. Learn more on their website.

Community Recreation Centres

The City of Vancouver Board of Parks and Recreation operates 24 [community recreation centres](#) open to all residents of the city. They offer a wide variety of programs and facilities.

Association of Neighbourhood Houses of BC

The mission of the Association of Neighbourhood Houses BC (ANHBC) is to build healthy and engaged neighbourhoods by connecting people and strengthening their capacity to create change.

Through seven neighbourhood houses and an outdoor camp, ANHBC reaches more than 100,000 people throughout Metro Vancouver with more than 300 programs and services. Learn more on [their website](#).

Translated Video and COVID-19 Resources

The BC Centre for Disease Control (BCCDC) has compiled a list of COVID-19 videos and other resources that are available in a number of different languages, including Simplified Chinese, Punjabi, Farsi and more. You and your family members can read questions and answers about COVID-19, physical distancing and more. You can find these resources [here](#).

RESOURCES AND ONLINE ACTIVITIES FOR CHILDREN

For students travelling with children, UCW has compiled this list of free online activities and resources.

You can read [this helpful article](#) about managing expectations while working with children at home.

- Dav Pilkey, the creator of Dogman and Captain Underpants, [hosts “Dav Pilkey at Home”](#)
- [Khan Academy](#) is a non-profit that offers free courses for all levels from children to adults
- [Kidoodle.TV](#) is a Canadian-based safe streaming video service specifically for kids
- [Lunch Doodles with Mo Willems](#): the children’s author releases a “lunch doodle” video every weekday
- [Virtual Museum of Canada](#) lets the public access Canadian museums through stories and experiences
- Explore thousands of other museums and art galleries worldwide offering [digital exhibitions](#) in partnership with Google Arts & Culture
- A number of children’s authors, illustrators and publishers are hosting [fun activities](#)
- Ontario’s Ministry of Education has launched a [Learn at Home site](#)
- [Ontario Virtual School](#) offers several free high school prep courses
- Scholastics offers a [Tech4Innovation site for STEM](#)
- [Girls4Tech.com](#) has downloadable STEM curriculum lessons for students 8-12
- TVO Kids Learning has [resources for kids K-5](#)
- University of Waterloo’s Centre for Education in Mathematics and Computer offers learning resources including a [weekly math challenge](#) for Grades 3-12
- [YouTube Learning](#) aggregates popular learning videos, while its [Learn@Home website](#) and [Teach From Home](#) offer learning resources for families

ADDITIONAL RESOURCES

Travelling to Canada

- [COVID-19 – Travel, testing, quarantine and borders](#)
- [Border information for International Travel](#)
- [Boarding Flights to and within Canada](#)
- [Travel documents and identification requirements](#)
- [How COVID-19 is affecting Immigration, refugee, citizenship and passport services](#)
- [Forged documents](#)

International Students

- [Coronavirus disease \(COVID-19\): International students](#)
- [Study Permit: Prepare for arrival](#)
- [UCW Academic Calendar](#)
- [Your Conditions as a Student Permit Holder in Canada](#)
- [Work-off campus as an International Student](#)

Family Members

- [Minors/Children](#)
- [Bringing your pet to Canada](#)
- [Travelling with pets](#)

