



## **Stenberg College International Readiness Requirements for International Students**

Stenberg College International (SCI) is already committed to ensuring the health and safety of all its students and community by following the guidelines of the Government of Canada, the Province of British Columbia, and local health and safety authorities. For more information about how SCI is addressing the COVID-19 situation, and how we are working to protect the health and safety of our community at large, please visit our [Website](#).

This document provides an overview of how SCI is ready to work with international students who plan to travel to Canada to ensure compliance with travel restrictions and mandatory quarantine requirements so that the health and safety of our communities continues to be protected.

# Pre-Arrival Requirements

## 1. Communication with International Students and their Co-Arriving Immediate Family Members

Prospective international students will be contacted by the SCI International Registrar and Student Liaison and offered direct and ongoing support in planning for, and arranging for travel to Canada in accordance with the most up-to-date [information](#) about travel restrictions, exemptions, and the expectations of all levels of government and local health authorities.

Prior to making any travel plans to Canada, international students will be made aware of, and will be supported by the International Registrar and Student Liaison to understand the travel restrictions and exemptions as referred to on the IRCC website.

Prospective students will be made aware that all travelers arriving in Canada are required to self-isolate (quarantine) for 14-days under the [Quarantine Act](#) in order to slow the spread of COVID-19. This information will be tracked by the International Student department via a form.

Prospective students will also be directed to visit the IRCC website for information about [quarantine requirements](#) and the International Student Liaison will make direct contact with the student to ensure there is full understanding of, and expectation of compliance with these requirements. All arriving students will submit their information to the International Student Liaison and will be required to complete an online form with the applicable information.

## 2. Completion of *ArriveCAN* Application

International students and their co-arriving immediate family members will be directed to download the Government of Canada's [ArriveCAN](#) application prior to arrival at the border and to complete the information required. The International Student Liaison will be available to support the international student(s) to complete this application. All students arriving will have a folder and online form that allow the International Liaison to keep track of incoming students.

## 3. Transportation of International Students and their Co-Arriving Immediate Family

International students will have direct transportation from Vancouver International Airport (YVR) to their quarantine location. SCI will ensure that the student will be picked up and dropped off in a safe and convenient manner. SCI will work directly with international student(s) and an approved carrier so that the students' rides are arranged and paid for by the college. Each student will be required to contact the International Liaison, via phone, chat app or text, upon safe arrival at both YVR and at their quarantine location. A comprehensive form has been produced to ensure that international students understand and meet the Quarantine Act requirements and to confirm that the chosen quarantine location is viable and safe for the student. Please find the form attached in here: [International Quarantine Checklist](#).

## 4. Mandatory 14-Day Quarantine

Information about the expectations for self-isolation in accordance with the Government of Canada's 14-Day Quarantine Requirements will be conveyed via direction to the Government of

Canada website, referral to the Quarantine Act, as well as through direct contact between the international student and the International Student Liaison.

SCI has already been in contact with hotels/tourism accommodations and has a list of quarantine locations throughout the city of Surrey which are confirmed by the Stenberg College Vice President of Operations to be acceptable and meeting the 14-Day Quarantine Requirements outlined by the Government of Canada.

International students who have already arranged accommodations with relatives or friends will be explicitly instructed to avoid contact with others until the quarantine period is over. International students will need to disclose this to the International Student Liaison in their pre-arrival requirements form.

## **14-Day Quarantine Requirements**

### **1. Quarantine Arrangements for International Students and Co-Arriving Immediate Family Members**

SCI has been in contact with hotels/tourism accommodations and has a list of quarantine locations throughout the city. As an example, the following hotels/tourism accommodations offer short-term housing options which are confirmed by the VP of Operations and Hotel Management to be acceptable and meeting the 14-Day Quarantine Requirements outlined by the Government of Canada:

Best Western – King George

Option #1 A room with 2 queen beds at the rate of 115.00 per night plus tax for September and 105.00 per night plus tax for October and November

Option #2 A room with 2 queen beds and a kitchenette, this room also includes a cooktop, sink, larger fridge, over the range fan, pots pans and cooking utensils. The discounted price for this room will be 125.00 per night plus tax for September and 116.00 per night plus tax for October and November.

Option #3 A room with 1 King bed in the bedroom and a pull-out sofa bed in the living room. This room also has a kitchenette and includes everything like option #2 except the 2 queen beds. The discounted price for this room will be 139.99 per night plus tax for September and 129.00 per night plus tax for October and November.

Address: 8033 King George Boulevard, Surrey, BC, V3W 5B4

Features: kitchenette in most rooms, exterior entry to guest rooms

Contact: Nav Dhillon- Ph: 604-502-9000 / Email: [management@bestwesternsurrey.com](mailto:management@bestwesternsurrey.com)

Discount code: Ask for “Student Isolation” to be given these rates.

Linda Vistal Motel – King George Boulevard, Surrey, BC

Rate: \$1250 inclusive of taxes for 14-day period

Address: 6498 King George Blvd, Surrey BC V3W 4Z3

Features: Complete kitchen to prepare meals, comfortable air-conditioned room, high-speed internet, and cleaning schedules.

Contact: Reception- Ph: 604-591-1171 / Email: lindavistamotel@hotmail.com

Canadian Inn – King George Boulevard, Surrey, BC

Rate: \$1200 inclusive of taxes for 14-day period

Address: 6528 King George Blvd, Surrey BC V3W 4Z3

Features: All suite hotel with kitchenette in most rooms, located near Brentwood Mall area, continental breakfast included, in house daily meal option

Contact: Reception - Ph: 604-594-0010 / Email: Canadian\_inn@shaw.ca

As these rooms would be designated for self-isolation, hotel staff will not enter the room for cleaning during the isolation period. The hotel will drop off clean towels and fresh sheets on a weekly basis and provide extra garbage bags to be placed outside their door for removal. As guests are in isolation, and not allowed to leave their rooms until isolation is completed, breakfast would not be included.

In the event that international students have a family member in British Columbia and wish to quarantine at their residence, the student will be required to provide details on the relationship of the family member as well as details of the housing arrangements to the International Student Liaison. The student will be required to check in with the International Student Liaison and will be called on a day to day basis.

A comprehensive form has been produced to ensure that international students understand and meet the Quarantine Act requirements and to confirm that the chosen quarantine location is viable and safe for the student. The International Student Liaison will review the checklist and confirm that all aspects of the Go Forward Plan are being met.

In addition, written consent by the host family as well as acknowledgment that the host family of the international student understands and will abide by the 14-Day Quarantine Requirements outlined by the Government of Canada will be secured and stored by the International Student Liaison in their Student File.

SCI will be purchasing and delivering food supply and securing relevant supplies within the 14-Day Quarantine Period for the student so that they do not break their quarantine period. See this detailed plan: <https://www.stenbergcollege.com/wp-content/uploads/2020/08/Pre-arrival-To-Canada-for-Stenberg-International-Students.pdf>

## **2. Ongoing Self-Monitoring and Assessment of COVID-19 Symptoms**

The International Student Liaison is committed to initiating regular, daily communication with international students who are in quarantine to assess their overall health and well-being. To track this, the Liaison will ensure that they record and file their findings into the student folder.

If an international student discloses that they are exhibiting any COVID-19 symptoms, they will be directed to continue to avoid contact with others and encouraged to seek an immediate COVID-19

test by calling 8-1-1 to secure a testing appointment. Follow up will be made by the International Student Liaison and monitored to ensure the student's safety and compliance.

Common symptoms for COVID-19 include fever, chills, cough, shortness of breath, fatigue, and loss of sense of smell or taste.

Even if an international student suggests that their symptoms are mild, they will be directed to self-isolate and avoid leaving their accommodation or residence, except to seek medical intervention and transportation will be arranged if necessary.

### **3. Utilization of the *ArriveCAN* Application for Daily Symptom Reporting**

The International Student Liaison is committed to utilizing relevant aspects of the *ArriveCAN* application to encourage and assist international students to provide the Government of Canada with voluntary updates on their quarantine compliance and to report on the development of any symptoms during the 14 days after arriving in Canada.

### **4. Individual Accommodation Options**

In addition to the hotel/tourism accommodations, there are many other accommodation options for students in the Fraser Valley and they include furnished and unfurnished rentals in houses, basement suites, condos, apartments.

All housing options provided to international students will be vetted to confirm they are acceptable and meet the 14-Day Quarantine Requirements outlined by the Government of Canada.

Options will be made available to allow the international student to participate in classes remotely and for the International Student Liaison and/or Student Success Coordinators to provide relevant resources for students during their quarantine period.

The International Student Liaison and/or Student Success Coordinators will remain in contact with individual international students to stay informed of their health status and help them feel connected and supported. Regular contact will be on a daily basis to ensure international students have support and access to food, medical care, and COVID-19 infection control information and direction during their isolation period.

In addition, international students will be given individualized, personal support to follow a medical practitioner or health authority's direction regarding the appropriate timing for their return to school.

A final screening consultation with a health care professional will be required within 24 hours of the end of self-isolation. Confirmation of this consultation and the results will be made by either the International Student Liaison or a Student Success Coordinator and filed and tracked in the Student Folder.

## **5. COVID-19 Messaging**

SCI is committed to providing reliable, accurate, and timely messaging about COVID-19 in accordance with the recommendations of the [World Health Organization COVID-19 Stigma Guide](#).

Specifically, the International Student Liaison and/or members of the Student Success team will work to build trust by providing reliable health services advice, by consistently demonstrating empathy, by working diligently to understand the latest medical information regarding the disease itself, and by encouraging effective, practical measures to help keep everyone, including international students and their immediate families, safe.

## **6. Mitigation of Social Barriers to Support Quarantine Compliance**

Stenberg College is committed to fostering a sensitive, welcoming, open, and trustworthy environment in which the disease and its impact can be discussed and addressed openly, honestly, and effectively. It is understood that how we communicate about COVID-19 is critical in supporting people to take effective action to help combat the disease and to avoid fueling stigma and social barriers. In order to achieve this, we will be ensuring conversations are had, communication for our plans are on our Stenberg website and ongoing support for students will be maintained by our Student Success Coordinators.

# Post-Quarantine Requirements

## 1. Ongoing Support

Our commitment to our community, staff, and students is primary and the process of care for all international students will continue to be upheld in perpetuity. All SCI students have access to ongoing support from the Student Success office on campus. Specifically, on weekdays from 8:00 am to 4:30 pm the Student Success office offers the following support to all domestic and international students:

- **Personal and Academic Support.** The Student Success office is well-equipped to assist students with a multitude of challenges they may face in their lives, including challenges that may arise from their home life, personal relationships, or in the classroom. At in-person or virtual meetings, students can access Student Success Coordinators as sounding boards, for help in developing coping strategies, or for referrals to professional services within the community.
- **Tutoring.** All students are entitled to free tutoring.
- **Career Preparation and Job Search Assistance.** Alumni Services provides a wide variety of Career Services including:
  - Individualized support to produce effective resumes, cover letters, and portfolios,
  - Assisting students to secure student-appropriate employment opportunities within the community,
  - Linking prospective employers to students,
  - Small group workshops on career-related topics,
  - Collecting and sharing up to date labour market information.

## 2. Physical & Mental Health Supports

As we do with all our students, SCI is fully prepared to assist international students who are facing circumstances and challenges related to their physical well-being and mental health.

All BC residents, including international students, who reside in Canada for more than six months are required to have medical coverage through the publicly funded BC Medical Services Plan (MSP). MSP provides basic medical benefits including doctor/clinic visits and emergency services. The International Student Liaison will work with international students to help them to apply for MSP immediately upon arrival in BC by offering to help the student complete the online application form from the MSP website.

There is a three-month waiting period for all new residents to BC. During this waiting period, international students will be required to have private medical insurance and will work with the International Student Liaison to complete a checklist of pre-arrival requirements.

Surrey has a multitude of in-person and virtual online mental health services which can be accessed by international students. Members of the SCI Student Success team are very familiar with these resources and frequently utilize them to assist in the health and well-being of our students.

[Foundry](#) is part of a province-wide network of integrated health and social service centers for young people ages 12-24. Foundry provides a one-stop-shop for young people to access mental health care, substance use services, primary care, social services and youth and family peer supports. Foundry also

offers many online services, and a one-on-one facetime counseling service for those who are unable to attend the office in person. Foundry also has easy-to-find pages on their website which direct youth to free apps they can use to support their mental health.

*BounceBack™* provides free access to online, video, phone calls, and skills-building program. Seniors, adults, and youth who are experiencing low mood, mild to moderate depression, anxiety, stress, or worry, can receive care from this online resource.

*Here2Talk* is an app that was made for domestic and international students. All students currently registered to study at any post-secondary institution in British Columbia, whether public or private, are eligible for this program!

Domestic and international students who are over the age of 24 can also access free mental health services.

Anyone can call 310-6789 toll-free from anywhere in B.C. to access emotional support, information, and resources specific to mental health and substance use issues. This phone service is available 24 hours a day. The mental health services and links will be provided to international students during their orientation, so they are aware of what is available to them.

### **3. Anti-Racism & COVID-19 Stigma Supports**

Excerpt from Stenberg College Respectful Academic and Workplace Environment Policy

- Students, faculty, and staff will demonstrate respect toward other students, faculty, and staff. Abusive language, gossip, profanity, intimidation, etc. or any other behaviour that creates a negative or unprofessional environment in any Stenberg workplace, including the classroom / on campus / in lab / administration offices / online / on clinical/practicum/preceptorship and within social networks, will not be tolerated.
- Students, faculty, and staff must refrain from making any public statement or statements, through social media or any other means, that would be considered inaccurate, unduly critical, derogatory, or libelous, or which may otherwise unfairly injure the reputation of either the school or any existing or former student(s), instructor(s), or staff member(s) at the school.
- Consistent with the Human Rights Code of BC, Stenberg College does not discriminate on the basis of race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, or age.
- Discrimination is an unwelcome comment or conduct that denigrates others. Stenberg College celebrates the rich and diverse backgrounds of all students and staff. Any form of discrimination will not be tolerated and will be grounds for immediate dismissal.

Consequences of Non-Compliance to Policy: Harassment, discrimination, or bullying of students or staff will not be tolerated and will be grounds for immediate dismissal.

This policy is administered by the International Student Liaison department and Stenberg leadership. Students will be oriented to this policy as part of their program orientation alongside our Student Success Coordinators.

While there have been some documented cases where the current COVID-19 outbreak has provoked social stigma and discriminatory behaviors against people of certain ethnic backgrounds as



well as anyone perceived to have been in contact with the virus, there have been no known cases of this sort of negative behavior within the SCI community.

International students are a valued and important part of our community and SCI will never tolerate any discrimination toward individuals based on race, ethnicity, or country of origin.

In addition, the entire staff of Stenberg College is committed to being intentional and thoughtful when communicating with all students, modeling supportive behaviors, prioritizing the sharing of accurate information about affected areas, outbreaks, treatment options and where to access health care and information using simple, easily-understood language.

We anticipate that anxiety in our international student community may be high because of the perceived impact the pandemic may have on international students' work or student visas, accommodations, or educational experience. To that end, the SCI Student Success department and the International Student Liaison is available to directly assist international students to navigate any challenges which present themselves in these areas.

As an example, the International Student Liaison is prepared to help international students to familiarize themselves with their rights and responsibilities as a tenant by reviewing the information from the [Tenant Resource and Advisory Centre](#), and being prepared to advocate on behalf of the student.

#### **4. Social Barrier Mitigation and COVID-19 Infection Control Compliance**

Stenberg College understands that everyone associated with the school has an important role to play in mitigating any social barriers associated with international students which might influence their continued compliance with infection control measures.

In accordance with the recommendations of the [World Health Organization COVID-19 Stigma Guide](#), SCI is committed to being intentional and thoughtful when communicating on social media and other platforms, to consistently show supportive behaviors, and to using simple, accurate language to share the most up-to-date information from the Stenberg College Marketing Department, purposefully and regularly about how to prevent infection.

Further, SCI, as a whole, is committed to addressing any instances, either overt or accidental, where anyone associated with the school or community uses terminology which feeds stigma, undermines empathy, or has the potential to foster the creation of any barrier which might influence compliance with infection control protocols and measures.