



VFS SELF-ISOLATION FAQ for International Students

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ALL TRAVELLERS ARRIVING TO CANADA ARE REQUIRED BY THE CANADIAN GOVERNMENT TO [QUARANTINE \(SELF-ISOLATE\)](#) FOR 14 DAYS AND TO [SELF-MONITOR FOR SYMPTOMS](#).

- Unless you [are exempt](#), all international travellers returning to B.C. are required by law to self-isolate for 14 days and complete a self-isolation plan
- Travellers must [submit a B.C. self-isolation plan](#) and [complete the federal ArriveCAN application](#) for approval **prior** to their return to B.C., or upon arrival.

WHAT IS A SELF-ISOLATION PLAN?

You must be able to show how you can safely obey the law by self-isolating. That means staying home and avoiding situations where you could come in contact with others for 14 days. All students, prior to leaving their country of origin, must understand and agree to the terms of their 14-day quarantine and know that disregarding any of the 14-day quarantine requirements is against the law and will result in serious consequences up to and including a fine of up to \$750,000 and/or imprisonment for 6 months.

Your self-isolation plan must consider:

- The location of your 14-day self isolation
- How you will travel to your isolation location
- Arranging the necessary supports:
 - Food
 - Medication
 - Child care
 - Cleaning supplies
 - Pet care
 - Social or family support

Need assistance?

Need help with your self-isolation plan? Talk to a Service BC agent

Service is available from 7:30 a.m. to 8 p.m. Pacific Time

International

604-412-0957

Within Canada

Text: 1-604-630-0300

Call: 1-888-COVID19

ACCOMMODATION

Some landlords or homestay families will allow you to self-isolate in their homes or apartments. However, some may not. It's important to have a place where you can safely self-isolate for 14 days.

Self-isolation options:

GEC (Global Education City, Vancouver student housing company)

- Address: 718 Drake St., Vancouver, BC V6Z 2W6
- Direct booking: <https://gecliving.com/inquiry/vfs/self-isolation/>
- Welcome package: Face masks, hand sanitizer, disinfectant wipes, snacks, bottled water, and toiletries (shampoo, conditioner, body lotion, soap, toothbrush, toothpaste)
- Food
 - 10% discount on White Spot food (located on the lobby floor)
 - Food deliveries are allowed. Delivery staff are allowed to drop off food at the door
- Sanitary
 - Weekly housekeeping. Housekeepers follow COVID guideline when cleaning the unit

YWCA

- Address: 733 Beatty St., Vancouver, BC V6B 2M4
- Food
 - Food deliveries are allowed. Delivery staff are allowed to drop off food at the door
- Sanitary
 - Weekly housekeeping

Exchange Hotel

- Address: 475 Howe St., Vancouver, BC V6C 2B3
- What's included: Tax, weekly housekeeping service, Wi-Fi, cable TV, utilities, 15% discount on food & beverage
- Food
 - 15% discount on food items from the restaurant in the hotel (Mediterranean)
 - Food deliveries are allowed. Delivery staff are allowed to drop off food at the door
- Sanitary
 - Weekly housekeeping. Housekeepers follow COVID guidelines when cleaning the unit
 - When guests refuse to have housekeeping, cleaning supplies will be provided
 - Designated floors for self-isolation rooms

Sandman Hotel (2 downtown locations)

- Addresses: 180 West Georgia St. & 1160 Davie St., Vancouver BC
- What's included: Weekly housekeeping service, Wi-Fi, cable TV, utilities, 15% discount on food and beverage

- Food
 - Food deliveries are allowed. Delivery staff are allowed to drop off food at the door
- Sanitary
 - Weekly housekeeping. Housekeepers follow COVID guideline when cleaning the unit

TRAVEL ARRANGEMENTS TO YOUR ACCOMMODATION

- **Go directly to your place of quarantine** without delay and stay there for 14 days from the date you arrived in Canada.
- You **must wear a suitable mask or face covering** while in transit.
- **Practise physical distancing** at all times.
- **Use private transportation** such as a private vehicle to reach your place of quarantine, if possible.
- **Do not make any unnecessary stops** on your way to your place of quarantine.
- **Avoid contact with others** while in transit:
 - Remain in the vehicle as much as possible.
 - If you need gas, pay at the pump.
 - If you need food, use a drive through.
 - If you need to use a rest area, put on your mask and be mindful of physical distancing and good hygiene practices.

HOW TO ACCESS FOOD DURING SELF-ISOLATION

Here are some convenient ways to access food during your self-isolation (quarantine) period.

Food Delivery Apps

- [Skip the Dishes](#)
- [Uber Eats](#)
- [Door Dash](#)
- [Fantuan](#)
- [Yogi's Kitchen](#)

Grocery Delivery

- [Save-On-Foods](#)
- [Stongs](#)
- [Spud](#)
- [Instacart](#)

Meal Kit Delivery (if you have a kitchen)

- [Chef's Plate](#)
- [Fresh Prep](#)
- [Hello Fresh](#)
- [Good Food](#)

Check out [meal kit reviews, comparisons, and discounts](#).

PERSONAL ITEMS

In addition to food supplies, recommended items to have on hand during the COVID-19 crisis are listed below.

- Medical masks for you and your caregiver (if applicable), or non-medical masks or face coverings
- Disposable paper towels
- Tissues
- Thermometer
- Over-the-counter medicine, or any prescription medicines that you may need (pain killers, fever reducer – i.e. ibuprofen or acetaminophen). Information on rules regarding travelling with medication and bringing health products into Canada can be found [here](#).
- Alcohol-based sanitizer containing at least 60% alcohol
- Dish soap
- Hand soap
- Regular laundry soap
- Regular household cleaning products
- Hard surface disinfectant
- Alcohol prep wipes, or appropriate cleaning products for high touch electronics

Finally, depending on your type of accommodation, you may need to bring (or order) personal items such as towels, sheets, pillows, etc., if they are not provided. Please consider ordering these types of items before you arrive. Stores like Walmart or online retailers such as Amazon provide a variety of household items for delivery.

HOW TO ACCESS PRESCRIPTION DRUGS DURING SELF-ISOLATION

Students in need of prescriptions drugs may contact the following pharmacies, which offer free delivery:

<https://www.pharmacybc.com/service/free-delivery/>

<https://pharmacy.londondrugs.com/PharmacyServices/Prescription-Delivery>

<https://www.rexalldirect.ca/>

WHAT YOU CAN AND CANNOT DO DURING YOUR 14-DAY QUARANTINE

Prohibited during quarantine:

- You may not leave your place of quarantine unless it is to seek medical attention.
- You may not have any guests even if you are outside and stay two metres apart from them.

Permitted during quarantine:

- You may use shared spaces, or private outdoor spaces in your place of quarantine provided you:
 - Avoid contact with others who did not travel with you;
 - Disinfect spaces after use;
 - Wear a suitable non-medical mask or face covering if a distance of 2 metres from others residing in your place of quarantine cannot be maintained.

Recommended during quarantine:

- **Wash your hands often** with soap and warm water or use an alcohol-based hand sanitizer containing at least 60% alcohol.
- **Avoid touching your face.**
- **Cover your mouth and nose** with your arm when coughing or sneezing.

BANKING

If you need to set up a Canadian bank account during your 14-day self isolation, you can set up an account virtually. You may need to provide your passport and study permit. See below for a list of banking options.

Canadian Banks

- RBC (reach Luwam Tesfay, Banking Advisor: 604-665-5823 or luwam.tesfay@rbc.com)
- TD Bank
- CIBC
- Scotiabank
- Tangerine
- BMO

CELL PHONE

Phone Box - To check out their current rates, and sign up please [go to their website](#):

- Get a SIM card delivered for free to anywhere in the world
- Easy online activation
- Get a Canadian phone number in advance and prior arriving in Canada
- No contract commitment
- No activation or cancelation fee
- International credit card accepted
- Student-friendly prices
- Students can suspend their lines during vacation and reactivate the same number when they return to Canada
- 99% of devices are compatible with our network
- Multi-language support (English, French, Japanese, Chinese, Korean, Portuguese, German)

QUARANTINE MONITORING

VFS Admissions and Students Services will contact students by phone/email/text each day during their 14-day quarantine to follow up on their physical and emotional well-being, as well as general compliance with quarantine requirements

STUDENT QUARANTINE AND VFS INCLUSION

After students have arrived in Vancouver and have commenced their self-isolation students will have access to all of the services and supports of the Student Services department in order to ensure students begin to feel a sense of belonging at VFS and in Vancouver, and so that all of their needs are being met prior to the start of the program. Student Orientations occur approximately one week prior to the start of the program where key stakeholders welcome new students, prepare them for the start of classes and generally welcome them into the VFS community.

STIGMA AND ANTI-RACISM SUPPORT, MENTAL HEALTH, AND CULTURAL/RELIGIOUS CONSIDERATIONS

VFS actively supports anti-racism in all messaging, as well as cultural and religious considerations. For many years, over 50% of the students each year attending VFS are international students, and VFS actively welcomes and supports all students regardless of their cultural/religious backgrounds. VFS also has a robust Counselling Service for students in need and will offer both online and in-person sessions for students as appropriate.

Any students who feel as though they have been targeted based on their perceived race, disability, religion, place of origin or ancestry should contact VFS Educational Administration at edadmin@vfs.com or 604-685-5808. Educational Administration staff will arrange a meeting with students to discuss the matter in a confidential manner and outline VFS policies and available response options.

COVID-19 TESTING, CONTACT TRACING, AND CARE

Testing is available for all who need it but not everyone requires a test. If you develop symptoms, use the [BC COVID-19 Self-Assessment Tool](#) to help determine if you need further assessment or testing for COVID-19. You can complete this assessment for yourself, or on behalf of someone else, if they are unable to.

Where to get a COVID-19 test

You can get a COVID-19 test from a physician, nurse practitioner, urgent and primary care centre, or at a [COVID-19 test collection centre](#). You can call 8-1-1 to find testing near you. Please visit an emergency department if you are experiencing health conditions that require urgent and emergency care.

Vancouver Coastal Health test collection centres and urgent and primary care centres (UPCC) that offer testing and assessment are listed below. Please be prepared to wait in line. Test collection centres may have faster wait times. To find the wait times for some of our sites, please visit [VCH's wait-times website](#).

Many test collection centres are located outdoors. Please be prepared for inclement weather.

Vancouver

Vancouver Test Collection Centre - Parking lot adjacent to St. Vincent's

- Parking lot, 4875 Heather St., Vancouver, BC
- Please do enter Honoria Conway
- 8:30 a.m. to 4:00 p.m., seven days a week
- Ages 4+
- Drive-up and walk-in available
- No appointment necessary

Vancouver Test Collection Centre - North parking lot (#865) Vancouver Community College

- 1155 East Broadway, Vancouver, BC
- Entrance on 7th Ave. between Keith and Glen Drive, north parking lot #865
- No access through Vancouver Community College
- 9:00 a.m. to 7:30 p.m., seven days a week
- Ages 4+; saline (gargle) test available for children
- No appointment necessary

Vancouver Test Collection Centre - Downtown Eastside

- 429 Alexander St., Vancouver, BC
- 10:00 a.m. to 5 p.m., Monday to Friday (closed 12:30 p.m. and 1:30 p.m.)
- No appointment necessary

City Centre UPCC

- 1290 Hornby Street, Vancouver, BC
- 8:00 a.m. to 10:00 p.m., Monday to Saturday and 9:00 a.m. to 5:00 p.m., Sunday
- Ages 12+
- No appointment necessary

REACH UPCC

- 1145 Commercial Drive, Vancouver, BC
- Monday to Saturday, 8:00 a.m. to 10:00 p.m. and Sunday, 9:00 a.m. to 5:00 p.m.
- All ages
- Please call 604-216-3138 for all COVID-19 related inquiries - appointments only at this time (no walk-ins)

North Vancouver

North Vancouver Test Collection Centre - Centennial Theatre parking lot

- 2300 Lonsdaléite Avenue, North Vancouver, BC
- Parking lot is behind the Centennial Theatre
- 8:00 a.m. to 7:00 p.m., seven days a week
- Ages 4+; saline (gargle) test available for children
- No appointment necessary

North Vancouver UPCC

- 221 West Esplanade, Suite 200, 2nd floor, North Vancouver, BC
- 8:00 a.m. to 10:00 p.m., Monday to Saturday and 9:00 a.m. to 5:00 p.m., Sunday
- All ages
- No appointment necessary

Richmond

Richmond Test Collection Centre

- Parking lot of Richmond Tennis Club, 6280 Gilbert Road., Richmond, BC
- 9:00 a.m. to 4:00 p.m., seven days a week
- Ages 4+ ; saline (gargle) test available for children
- No appointment necessary