



FIC INTERNATIONAL STUDENT TRAVEL GUIDE

Welcoming you to Canada

Welcome to Fraser International College!

Whether you are returning to FIC or starting your first semester of your college experience, everyone at FIC is incredibly excited to support you through your journey.

The purpose of this guide is to assist you with preparations for your upcoming adventure. This guide will help you to understand the current travel requirements for travel to Canada, what you need to do before your arrival, and to provide you with all the necessary supports for after you get to Canada.

At FIC, we have a team of dedicated Student Success Advisors who are available to support students with any questions they may have from academics to personal concerns. Please do not hesitate to reach out to the Student Success advising team anytime by email at advising@learning.fraseric.ca, or by dropping into a Zoom appointment through your Student Portal!

We want to ensure that you are prepared and safely transition into life in Canada prior to beginning your studies at FIC. This guide is meant to offer you a starting point to learn about resources that will help to support you through that transition to life in Canada as well as to build a network of support, community, and connections. We are available if you need support in understanding and using the information in this guide. You can contact us at travelcanada@learning.fraseric.ca.

In addition to transitional support, FIC is committed to creating a diverse, equitable, and inclusive community offering mental health and anti-racism support where students can feel comfortable in reaching out for personal help, asking questions, seeking support, speaking about health and well-being and addressing any other issues that personally impact them.

As a community, we continue to work together to follow COVID-19 protocols, such as regular hand-washing or staying home when feeling unwell. We are also prepared for any future regulations that may arise, which may include wearing masks or face coverings, or following physical distancing, self-isolation, and sanitization procedures.

Fraser International College is regularly monitoring for future Orders declared by the Provincial Health Authority of BC and following Public Health guidance. We will always strive to keep students up to date if our plans, protocols, and processes change to reflect the dynamic nature of a health crisis.

Please read through this guide carefully to start planning your journey to FIC for your unique needs. Your health and safety are our number one priority and as circumstances are continually evolving, it is more important than ever to understand where you can go for ongoing support, building community, and making long-lasting connections.

We wish you all the best in the start of your semester!

Sincerely,

Fraser International College

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Arrival to Canada

Coming to Canada

The following page includes updates on travel restrictions or requirements.

TRAVEL UPDATES FOR ALL TRAVELLERS REGARDLESS OF CITIZENSHIP OR VACCINATION STATUS:

UPDATE FROM OCTOBER 1ST, 2022

- The Government of Canada announced the **removal of all COVID-19 entry restrictions**, as well as testing, quarantine, and isolation requirements for anyone entering Canada, **effective October 1, 2022**.
- The removal of border measures has been facilitated by a number of factors, including modelling that indicates that Canada has largely passed the peak of the Omicron BA.4 and BA.5 fueled wave, Canada's high vaccination rates, lower hospitalization and death rates, as well as the availability and use of vaccine boosters (including new bivalent formulation), rapid tests, and treatments for COVID-19.
- Effective October 1, 2022, all travellers, regardless of citizenship, **will no longer have 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;
 - monitor and report if they develop signs or symptoms of COVID-19 upon arriving to Canada.
- Transport Canada is also removing existing travel requirements. As of October 1, 2022, travellers **will no longer be required to:**
 - undergo health checks for travel on air and rail; or
 - wear masks on planes and trains.
 - Although the masking requirement is being lifted, all travellers are strongly recommended to wear high quality and well-fitted masks while traveling.

To begin your preparations, use the travel checklists on the following pages of this guide!

Travel Checklist for ALL Students

NOTE 1: This checklist is applicable to ALL students regardless of their citizenship or vaccination status.

NOTE 2: Please review the following Government of Canada websites to receive the most up-to-date information.

- [Updates on COVID-19 and Travel](#)
- [Studying in Canada as an International Student](#)

NOTE 3: All federal border testing, quarantine, and isolation requirements ended on October 1st, 2022. Proof of vaccination and ArriveCAN are also no longer required.

BEFORE ARRIVING IN CANADA

- ☐ Check if you are eligible to enter Canada: [click here](#)
- ☐ Book flight to Canada
- ☐ Arrange transportation from airport to accommodation (i.e. Uber and Lyft are ride apps that can be more affordable than taking a taxi)
- ☐ Call airline to find out what documentation is required (if any)
- ☐ Arrange for Custodial Guardianship, if 18 years old or younger (under 19)
 - Remember the Guardian **must** be living in Canada, ideally in BC
- ☐ Determine the closest clinic and hospital to your accommodation
- ☐ Learn about additional community resources for physical and mental health:
 - [Guard Me Medical Insurance](#) and [Mobile Doctor](#)
 - [MySSP \(Keep Me Safe\)](#) and [811 – Government Medical Hotline](#)
- ☐ Purchase [Guard.Me Early Arrival Health Insurance](#) if you are a new student and arriving before the start of the semester (i.e: arriving before Sep 1, Jan 1, or May 1)
 - Ex: If you are beginning classes in the Fall semester, then the start of that semester would be September 1st. So, if you arrive in Canada on August 15th, then you would purchase early arrival insurance from August 15th – 31st. Regular Guard.Me coverage will begin on September 1st automatically through FIC.
- ☐ Determine an Emergency Contact who will be living near you in Canada
- ☐ Review all additional resources to support with the transition to life in Canada
- ☐ Complete the Advance Declaration feature on the [ArriveCan](#) application within 72 hours of arrival (optional)
- ☐ Prepare all required documents for traveling (***this may not be a complete list*** as it may not include all documents required for your study permit, visa, IME, etc. – please speak to an immigration consultant about these documents or visit the [Government of Canada's website](#) for more details):
 - Valid passport
 - Letter of Introduction confirming the approval of your study permit from a Canadian Embassy or Consulate

- Temporary Resident Visa (if required)
- FIC Letter of Acceptance
- FIC Letter of Offer
- FIC deposit receipt
- Proof of financial support
- FIC Enrollment Letter (download from Student Portal > Students tab)
- Screenshot of FIC timetable for the most current/relevant semester
- Record of COVID-19 vaccinations (include certified translations, if applicable)
- Emergency contact details
- Health/Medical insurance documents (if you have private insurance from your country or purchased early arrival health insurance through a Canadian company like Guard.Me)
- Valid medical exam (if required)
- Guardian information (if applicable)
- Make sure you have paper copies AND digital copies of ALL documents


☐ Other helpful things to bring with you:

- Your favourite snacks
- Clothing for ALL types of weather (i.e. especially for cold rainy days); however, you may want to buy heavy and bulky clothing items after you arrive to Canada
- \$200-400 in Canadian cash/currency just in case
- A credit card that is accepted in Canada
- A travel converter/adaptor for electric devices (Canada operates on a 120V supply voltage and 60Hz)
- Pack 2 extra sets of clothing and toiletries in your hand luggage
- Masks (medical and non-medical)
- Items that remind you of your home country
- Medications (however you may need to check which you can/can't bring into Canada)
- Books to read for fun

Getting Vaccinated


- At this time, you are considered fully vaccinated in BC when you have had at least 2 doses of an [approved vaccine](#), a mix of 2 accepted vaccines, or 1 dose of Janssen (and at least 14 days have passed since your final dose).
- To get vaccinated or receive a booster shot, [check out the following page](#) for how to book an appointment or visit a drop-in clinic.
- If you have already been vaccinated in another country or province, you can check to see if your vaccine has been approved in Canada, where to submit your immunization records, and how to find out if you need another vaccine. Please note that if your vaccination record is not in English or French, you will need to get a certified translation before you submit your records. [Click here](#) to find out more.

WHY GET VACCINATED?




TO PROTECT YOURSELF

The COVID-19 vaccines greatly reduce your risk of catching the virus. If you do still catch COVID-19, your risk of serious harm is significantly lower. Data from the BCCDC shows that unvaccinated people are up to 34 times more likely to be hospitalized by COVID-19.




TO PROTECT OTHERS

More people being vaccinated means it is harder for COVID-19 to move between people, and this **reduces transmission in the community**. There is clear evidence of this, as regions of the province with lower vaccination rates often have the highest case rates.




TO CREATE A SAFER WORKPLACE


In BC, you must be fully vaccinated against COVID-19 to work in the majority of healthcare settings. This is because vaccination is a key part of infection prevention that protects your colleagues and your residents and clients.



TO HELP END THE PANDEMIC

The more unvaccinated people there are, the more opportunities for the virus to multiply and create variants. Vaccination is not just about protecting the individual; it is a community effort to beat COVID-19 and end the pandemic.

 SafeCare BC



Public Health
Agency of Canada

Agence de la santé
publique du Canada

FICSET – Sharing Experiences Together

Are you a new FIC student? If so, you will have access to FICSET (FIC – Sharing Experiences Together). This is a mini course designed to prepare you for your college experience and provide you with support before and after you arrive to Canada. You will have access to it during your first semester at FIC.

HOW CAN I ACCESS FICSET?

- You can access your FICSET course by logging to the [FIC Student Portal](#) and going to your Moodle dashboard where your courses will be found.

WHAT INFORMATION CAN I LEARN IN FICSET?

- FICSET is divided into 5 Steps, plus a Bonus Plagiarism Module:
 - STEP 1: Gearing Up for Canada Course
 - 3-hour mini course (12 quizzes and 3 feedback questionnaire)
 - Completed asynchronously (everything is online and done on your own time)
 - STEP 2, 3, 4: Register for and attend FIC Connects, workshops, Orientation, and other awesome events!
 - Step 5: Review resources available to you
 - Bonus Plagiarism Module: learn all about how to avoid plagiarism and become a successful student!





WHAT IS FICSET?

We are very happy to welcome you to the FIC community! You are now part of a diverse and supportive community filled with people ready to help you work towards your new goals as a Canadian college student! To prepare yourself for your first semester, we've compiled important information and resources in this Moodle course: FIC-Sharing Experiences Together. As you work through the material, you'll be introduced to important tools as well as students and staff that will help you get started and support you throughout your time as an FIC student! We are all very excited to meet you!

TERRITORIAL (LAND) ACKNOWLEDGEMENT:

Fraser International College is situated on the unceded Traditional Coast Salish Lands including the Tsleil-Waututh (salilwaut7h), Kwikwetlem (kwik-wakam), Squamish (sqw7w7mesh Uxwumixw) and Musqueam (m7makw7jam) Nations.

Click here to learn why land acknowledgements are important!



WHAT'S NEXT?

STEP 1: Complete the "Gearing Up for Canada" Course!

STEP 2: Check out our FIC Community page to learn about FIC Connects and introduce yourself!

STEP 3: Get ready with Workshops and Events!

STEP 4: Learn about what to expect for your FIC Orientation and why to get excited!

STEP 5: Review the many supportive resources available to you!



YOU HAVE A CHANCE TO WIN!

Complete the "Gearing Up for Canada" course and get your name entered into a draw for a chance to win a Walmart gift card! Click on the "+" symbol for more details!



This could be the perfect opportunity for you to get all of those essential home items for starting up your life in Canada! Winners will be announced during Weeks of Welcome!



STEP 1: Gearing Up for Canada Course





-----Welcome to the "Gearing Up for Canada" Course-----

This mini course is designed for new students who will be coming to Canada and starting their journey at FIC soon - that's you! Along the way, we will share various kinds of information that we feel are important and necessary for you to know in advance of moving to Canada and before starting your courses. By the end of this course, you will be equipped with information for what you need to do before leaving your country, how to set up your life after you arrive, and how to prepare for your academic journey (not to mention all of the wonderful support and resources available to you!). With that said, let's gear up! Your adventure is about to begin! Click on the "Part 1: Before You Arrive" banner below to get started.

- The following course is broken up into three parts: "Before You Arrive," "After you Arrive," and "Preparing for Your Academic Journey"
- In total, this course will take you approximately 3 hours - 1 hour for each part.
- Within each part, there will be various sections to complete (about 10-15 minutes each). Complete each section by reviewing the information and completing the quiz or questionnaire.



Finding Accommodation

IF YOU ARE LOOKING FOR A PLACE TO LIVE:

- **SFU Residence**

- SFU Residence is an excellent option since it is located right on Burnaby Mountain where SFU and FIC are. Living in residence is a wonderful way to start your life in Canada, connect with many peers, get involved in the FIC/SFU communities, and not have to travel too far to get to your classes. [Click here](#) for details on how to.
- **IMPORTANT:** Available spaces in SFU Residence for the upcoming term can fill up very quickly, so we highly recommend that you apply as soon as possible to increase your chances of securing a space!

- **Homestay**

- Homestay is another great option as you would be living with a family who can provide you with your daily meals and other support. We recommend [First Choice International](#) and [Vancouver Central Homestay](#).

- **Rental**

- There are various types of accommodations that you can rent, such as an apartment (studio, 1 bedroom, 2 bedroom, etc.), a basement suite (bottom floor of someone's house - other people will live upstairs), or a single room in someone's house with shared living areas. In other words, you may want to live alone or find roommates. The following are some rental accommodation platforms that you can check out:
 - [Places4Students](#)
 - [GEC Living](#)
 - [Cornerstone Apartments](#) (on SFU Campus but not Residence)
 - [Facebook Marketplace](#)
 - [Kijiji](#) / [Craigslist](#)
 - [Rentals.ca](#) / [Zumper](#)

- **Temporary Place to Stay**

- If you need a place to stay temporarily while you quarantine/self-isolate, waiting to move in to residence, or simply because you are looking for a more permanent place to live, you can choose between the following options:
 - [SFU's Student Arrival Support](#) offers discounted student hotel rates to SFU and FIC students. Students are responsible to book the hotel themselves but advised to book according to the advice on SFU's website (more details on the next page).
 - [Airbnb](#)
 - Hotel / Motel

SFU Student Arrival Support

WHAT IS SFU STUDENT ARRIVAL SUPPORT?

- [SFU Student Arrival Support](#) is an additional support for FIC students to help you make the necessary arrangements for arriving to Canada.
 - Guidelines on arranging accommodations and food, including discounted rates with participating hotels
- This support is optional and offered to SFU and FIC students.

WHO CAN APPLY?

- SFU Student Arrival Support is available to registered FIC and SFU students (undergraduate or graduate), and who are enrolled in classes, and are:
 - arriving in Canada, or
 - traveling and are now returning, or
 - in need of support with a temporary place to stay

WHEN TO APPLY?

- You can [create your own accommodation plan](#) between May 1, 2022 to September 30, 2022.

HOW TO APPLY?

- [CLICK HERE for SFU Student Arrival Support options and booking details](#)
- You will be able to review the following options:
 - Accommodation – Choose your hotel and room type
 - Length of Stay – Book your stay by contacting the hotel directly
 - Discover meal options for your self-isolation/temporary stay

PLEASE NOTE:

- You are responsible to book the hotel by yourself. Please check the ways you can book your hotel by viewing their [SFU site](#). By booking in the correct way, you will ensure that you get the discounted student pricing.
- When choosing a hotel, pay close attention to their booking and cancellation policies and notify your hotel if your room will include more than 2 people.
- If your hotel does not offer a meal-plan that meets your dietary needs, then please check out the other delivery options available to you (please see our “Stay Fed, Stay Healthy” section in this FIC guide for options). Please remember that if you are required to self-isolate/quarantine, you cannot leave to get food/meals so it’s important to have a plan of where you will get your meals from.
- SFU Residence students who are required to quarantine/self-isolate will be eligible to have their residence fees prorated for their isolation period.

Transportation from Airport to Accommodation

There are multiple transportation options that you can use to get to your accommodations once arriving to Vancouver.

Types	Information	Booking Procedures
Taxis	<p>Taxis are available at taxi stands located at the International Arrivals Area at YVR. There are multiple taxi companies. The taxis use a meter system so the cost will depend on the location of your accommodations.</p> <p>Vancouver Taxi: 1 604-871-1111 Yellow Cab: 1 604-681-1111 Black Top & Checker Cab: 1 604-731-1111</p>	<p>Taxis and wheelchair accessible vehicles can be found outside of the YVR building (level 2) at the taxi stands.</p>
Beaton's Meet and Greet	<p>Beaton's Meet and Greet is a student transportation service. Look for Beaton's Meet and Greet sign with the red leaves once you enter the arrival hall. Alternatively, you can message or call at +1 604-377-5455 (Whatsapp, Line, WeChat, Kakaotalk). For International flights, wait by the store just outside of the arrivals. For domestic flights, wait at the luggage carousel. You can find more details on Travel Guides in all languages here.</p>	<p>Beaton's Meet and Greet car service has to be booked in advance through their website here at a rate of \$70/person to Vancouver & surrounding area.</p>
Uber	<p>Uber is an international company which you can use to submit a trip request that is automatically sent to an Uber driver near your location. You can track their arrival on the map and wait for them at your pickup location also shown on the map. You can make sure you're getting into the right car by matching the license plate, car model, and driver photo with what's provided on the app. You can pay by submitting your card details on the app or in cash.</p>	<p>There are two ways to book an uber. First, go to the Uber website at Uber.com. Sign up then add 'YVR' as a pickup location, choose the date and time and follow the instructions. Alternatively, you can book an Uber once you arrive through downloading the app on your smartphone, adding the drop-off location, then confirming your ride. Your driver might connect via the app or call you to confirm pickup location specifically.</p>

Custodial Guardianship

In Canada, an individual under the age of majority is a minor in Canada. In British Columbia, the age of majority is 19 years, so individuals under the age of 19 (18 and younger) require a "Custodial Guardian" to ensure that that the student is safe and has the support needed to live in Canada. **The Guardian must be living in Canada.**

Guardians will support students in many areas of their life based on their individual needs to ensure they are successful.

Here are some ways that a guardian will support students:






- Maintaining regular communication to support students with questions and concerns
- Signing official documents for activities or services which require waivers
- Ensuring students understand federal, provincial, and municipal laws and regulations
- Communicating with the school regarding academics, process, and transition
- Supporting with opening accounts for cell phones, bank, etc.
- Responding to emergencies, making medical decisions, and overseeing the general health and well-being of the student
- Offering support with homestay families or residence

Guardianship	Fees	Booking Procedure
First Choice International	Please visit their webpage for a list of services: https://myfci.ca/fees/	To apply click here: https://myfci.ca/applications/ For more information: Phone: +1-604-984-0868 Email: registrar@myfci.ca Website: https://myfci.ca/services/guardianship/

Stay Fed, Stay Healthy

Groceries and Essentials

Below are some retailers that offer delivery service for essential food and personal items. It is important to order supplies to maintain good hygiene, such as soap, shampoo, toothbrush, toothpaste, and toilet paper. Please consider ordering some medication like, Vitamin C, cold and flu medication. When ordering food, please keep in mind the difference between perishable and non-perishable food items.

 Walmart	 Amazon	 Instacart	 Save-on-foods	 Kiki's
Is a large supermarket	Online shopping and delivery system	An online hub for multiple supermarkets based on your address	Is a large supermarket	Is connected to a local supermarket called Persia Foods
Requires an account				
There is a delivery fee of \$9.97 Minimum order value of \$50 (before taxes and fees) to be eligible for Grocery Delivery	Amazon Prime allows for free delivery and potential quicker If do not have Amazon Prime delivery fees depend on the items	Instacart Express is a membership which has an annual fee but with it \$0 fees on orders of \$35 or more Supermarkets includes Walmart, Shoppers Drug Mart, T&T Supermarket etc.	Minimum order Value of \$40 (before taxes and fees) Ability to order 30 days in advance- which allows for you to pick desired delivery timeslot	Free deliveries over \$30 (before taxes and fees), a charge of \$4.95 if your order is under \$30
App is available				App not available

Perishable Foods are fresh items that likely need to be refrigerated, otherwise they will spoil.



Non-Perishable Foods are dried or canned items that do not require refrigeration and will last a long time.



Meal Kit Delivery

There are several local companies that deliver easy-to-assemble meal kits. These come with the ingredients and recipes to help you make the meal yourself. Some of these services require you to cook the meals at home, others deliver cooked meals to you. All these companies are subscription-based with varying costs per meal.

Below is a list of some of the services readily available in Vancouver.

2 Guys With Knives

Gluten-free and fully customizable meal plans consisting of lean proteins, low-glycemic carbohydrates, and tasty veggie combinations.



Blue Apron

Chef-designed recipes such as Mediterranean meals, one-pan dinners, and top-rated customer favorites. They shop, chop, and deliver, so all you have to do is follow the step-by-step instructions.



Eat Your Cake

Affordable and convenient meal plans, delivered ready to eat – no cooking required! Customizable packages to fit any budget.



Fresh Prep

Cook amazing meals in less than 30 minutes. They shop, chop, and deliver fresh ingredients directly to your home or office weekly.



Good Food

Weekly grocery delivery service. Fresh, and high-quality food delivered straight to your door, at good prices!



HelloFresh

HelloFresh is a meal kit delivery service! We plan, prep, shop, and deliver fresh ingredients straight to your door. All that's left for you to do is cook. So sit back, relax and let HelloFresh take care of the time-old question of "What's for dinner?"






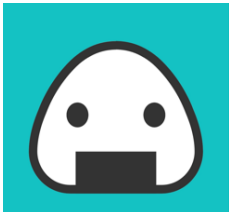
Take Out Delivery Services

The services below deliver already cooked ready to eat foods from a variety of restaurants. Each of these services drive to the restaurant to pick up the food, but these services are not restaurants themselves. This means that the driver is typically not associated with the actual restaurant.

Some restaurants will have delivery fees typically between \$2-\$5, however sometimes you qualify for free delivery if spend over a certain price for the entire order, typically between \$20-\$30.

You can leave instructions for drivers in the app to ask them to call you on arrival, leave the meal on your doorstep, or to go around to the back of a basement suite. Each app will tell you what payments are accepted.

Visa gift cards may be an alternative if you do not have access to an international credit card but please check with each location.

 Skip the Dishes	 Uber Eats	 DoorDash	 Fan Tuan
Rated Vancouver's most popular take out service	Known for fast delivery	An additional option for busy days	Known for having a variety of Asian restaurants
Credit or debit.	Credit, debit, Paypal, or gift card	Credit or debit.	Credit, debit, WeChat

Ahmed's Pantry

FIC has a community pantry that is stocked with non-perishable food items, such as canned goods, as well as essential toiletries and supplies, such as toothpaste and soap. Students can take supplies that they require and also donate supplies for others. Students who may be facing financial difficulties can connect with

advising@learning.fraseric.ca to discuss arranging contactless pick up or delivery of items from Ahmed's Pantry.



Health and Medical Insurance

If you need medical attention (doctor) or to access medical drugs the following services can be used during self-isolation or quarantine.

Medical Insurance Providers

Guard.Me



- **WHAT IS GUARD.ME?**

- Guard Me is among the world's largest health and travel insurance providers in international education which provides students at Fraser International College with their primary medical coverage for the first semester while they wait for their MSP as well as their secondary coverage for additional semesters.
- Your Guard.Me More plan provides both primary coverage for hospital and doctor visits, similar to MSP, however it also offers secondary coverage for medical expenses that may not be covered by MSP, such as prescriptions, psychological counselling, and other paramedical services.
- Students who have not traveled to Canada will have the option to opt out of their GuardMe More plan (primary coverage) until they have arrived in Canada. Students who are currently in Canada will be enrolled in GuardMe More plan (primary coverage) for their first semester while they apply for BC MSP coverage. Students will be charged for the GuardMe Plus plan (secondary coverage) starting from their 2nd semester in Canada.
- For more information on the Guard.me policy wording, please [click here](#) and you can also download the Guard.me Brochure by [clicking here](#).

- **ADDITIONAL GUARD.ME RESOURCES**

- Guard Me also has several fantastic resources to connect you to support for both your physical and mental health and wellbeing:

- **GUARD.ME PORTAL**

- You can access your Guard.me insurance information through the [guard.me portal](#). Through the portal, you can find clinics, submit claims, access the My SSP 24/7 counselling services, and the mobile doctor service.

- **GUARD.ME MOBILE DOCTOR**

- Guard.Me Mobile Doctor is a convenient way to connect with a medical practitioner online without having to leave your home. Through Mobile Doctor, you can describe your symptoms and receive recommendations or prescriptions for your ailments. For more information on Mobile Doctor, please [click here](#).

- **GUARD.ME COVERAGE | STUDENTS ABROAD: OPTING OUT**

- Students who have not traveled to Canada must opt out of their GuardMe More plan (primary coverage) until they have arrived in Canada.
- To opt-out of the GuardMe More plan (primary coverage), you will need to submit your request by filling out the GuardMe Opt-Out Form. The Finance Team will be sending more information regarding the opt-out form to you closer to the beginning of the next semester.
 - Please note that you will only be able to opt-out if you will not be in Canada for the complete duration of the semester.
 - This is a one time opt-out of the GuardMe More plan (primary coverage) every semester, so you will be enrolled in GuardMe More Plan (primary coverage) again the next semester. If you are still abroad, you will need to opt out again until your first semester in Canada.
 - If you will not be in Canada for the duration of an entire semester, you must opt out of GuardMe More (primary coverage) and GuardMe Plus (secondary coverage).
 - If you do not opt out while you are abroad you will not be eligible to use your GuardMe More plan (primary coverage) or GuardMe Plus (secondary coverage) and will be automatically transitioned to GuardMe Plus plan (secondary coverage) in your subsequent semesters.
- **IMPORTANT:** You will be unable to finalize your enrolment if you have less than the minimum balance including the extension for guard.me in your account unless you opt out prior to your enrolment date. Please be sure to opt out before your enrolment begins if this is the case.

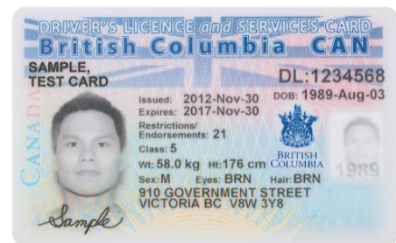
MSP (Medical Services Plan)

• WHAT IS MSP?

- Medical Services Plan (MSP) is BC's provincial health insurance plan, for everyone who lives in British Columbia (BC) for six months or longer. Apply for MSP online immediately after you arrive.

BC MSP provides primary medical coverage such as:

- services provided by a doctor
- X-rays, lab tests (as required by a doctor)
- emergency dental and oral surgery in hospital
- However, since MSP does not cover a variety of medical services, such as dental services, routine eye exams, eyeglasses, prescription drugs, and counselling, FIC students are required to have secondary coverage as well.



• WHY DO I NEED MSP?

- MSP covers the cost of basic medical care within Canada, including most physician and hospital services. In most cases, you will not have to pay at the time you seek medical care when you show your BC Services Card. For a full

list of your medical and health care benefits, visit the [MSP website](#).

- **WHEN DO I NEED MSP?**

- You can apply for MSP as soon as you arrive in BC. There is a three-month waiting period before MSP coverage begins. International students will become responsible for paying the \$75/month International Health Fee after the three-month waiting period ends.
- Students who delay in applying for MSP may still be responsible for retroactively paying the International Health Fee from the time they were eligible, which would be calculated as the rest of the month in which you arrive in BC, plus two full calendar months.
- Designed to coincide with the waiting period for MSP, new international students are enrolled in Guard Me More for their first semester.

- **HOW MUCH DOES MSP COST?**

- Effective January 1, 2020, all international students are responsible for paying the \$75 health-care coverage fee per month.
- These fees are subject to change. Check the [MSP website](#) for more the most up to date information.

- **STUDENTS IN CANADA: ENROLLING IN MSP**

- Students who are currently in Canada must enrol in MSP as soon as they arrive in BC. If you have not done so, please find out [How to Apply](#).
- Students who are currently in Canada will be enrolled in GuardMe More plan (primary coverage) for their first semester while they apply for BC MSP coverage.
- Students will be charged for the GuardMe Plus plan (secondary coverage) starting from their 2nd semester in Canada moving forward.
- If you are currently enrolled in MSP and are paying the International Health Fee please read about [Leaving BC Temporarily](#) in the event that you leave Canada temporarily in the future.

Private Insurance

- Students may have private insurance through their family and if that is the case should consult directly with their provider regarding coverage and claims.

Finding Clinics and Pharmacies

Search for a Canadian Clinic

- Use the FIC Guard Me Portal and you the ["Search for a Canadian Clinic"](#) to find clinics that are close to your home.
- Guard Me "Preferred" clinics may show up in your search and that means that if you bring your Guard Me card you will not need to pay for the cost of the visit.
- If you want to visit a clinic not on the preferred list, you will need to pay for your visit and then submit an online claim.

Pharmacies

- A pharmacy is a store that has a combination of prescription medications that a doctor will prescribe you after a visit as well as other useful medication that you can receive “over the counter” to treat minor coughs, colds, and flus.
- A pharmacist can help you to find the over the counter medication you need if you need advice.
- Pharmacies can be their own store, for example Rexall, Shoppers Drug Mart, or London Drugs, however other large grocery stores, such as Walmart, Safeway, Save On Foods, and T&T etc., may also contain small pharmacy sections where you can get over the counter medicals like pain relief medication, cough syrups, throat lozenges, thermometers and so on.



Online Health Care Providers

Mobile Doctor

- A convenient way to connect with a medical practitioner online without having to leave your home. Through Mobile Doctor, you can describe your symptoms and receive recommendations or prescriptions for your ailments. You can chat, audio call, or video call a doctor!
- If you are using Guard me, then [register here](#) to start using Mobile Doctor.



Online Mental Health Resources

Keep.me Safe / My SSP

- The keep.meSAFE Student Support Program (MySSP) offers free counseling support for 24/7/365 through the My SSP app. This is a confidential and voluntary service available to your university or college.
- Start a real-time chat or phone call with an advisor/counsellor, schedule ongoing phone and video sessions with an advisor/counsellor, text, call, or chat online.
- [Register here](#) to start using MySSP.



Youth in BC

- An innovative, internet-based service where youth in distress can connect live, one-on-one with a crisis chat volunteer (noon – 1am, 7 days a week), obtain email support from professional staff, locate timely & accurate information on different issues, and connect to referral services in their own community.
- Visit the website [here](#) for more information!



7 Cups

- A website which provides online therapy and free support to people experiencing emotional distress by connecting them with trained listeners. The listener, trained in active listening, interacts with the person seeking help via an anonymous and confidential live chat.
- Visit the website [here](#) for more information!



Important Phone Numbers

811: HealthLink BC

- If you experience any medical problems, have flu-like symptoms or want to be tested for flu, you will have to call HealthLink BC Service at 8-1-1.
- If you notice any symptoms please do not physically go to the clinic: contact 8-1-1, talk to a health service navigator and a registered nurse will be sent to your address to get you tested in the case of emergency.

You can speak with a health service navigator, who can also connect you with:

- registered nurse any time, every day of the year
- registered dietitian from 9am to 5pm PT, Monday to Friday
- qualified exercise professional from 9am to 5pm PT, Monday to Friday
- pharmacist from 5pm to 9am PT, every day of the year

Translation services are available in more than 130 languages.



911: Emergency Police, Fire, and Ambulance

- The general rule: Dial 911 when there's an immediate threat to life or property, such as an accident, crime, fire or medical emergency.
- Serious medical emergencies warrant a 911 call, so don't hesitate if you witness a heart attack, stroke, anaphylaxis, broken limbs, choking, drug overdose, drowning, a psychotic episode, or uncontrolled bleeding.



Telephone Counseling Hotlines

- 1-800-Suicide (1-800-784-2433): for individuals who are or know someone who is having thoughts of suicide. The service is available 24 hours a day, 7 days a week

and in up to 140 languages. Operated in partnership with Crisis Intervention and Suicide Prevention Centre of BC.

- 310-Mental *Health* (310-6789): for individuals who would like emotional support, information and resources specific to mental health in British Columbia. The service is available 24 hours a day, 7 days a week and is toll-free anywhere in British Columbia (no need to dial an area code).
- 1 (833) 456 4566: Canada Suicide Prevention Service: The new Canada Suicide Prevention Service (CSPS) enables callers anywhere in Canada to access crisis support using the technology of their choice (phone, text or chat), in French or English.

Getting Settled Locally

Financial – Setting up a Student Bank Account

As a student, you can set-up a Canadian Bank account with no monthly fees. **Scotiabank** is a Canadian bank that has a branch on SFU Burnaby Campus.

You can start to set-up your account online, but will need to visit a branch in-person and provide additional information to receive your Canadian Debit Card.

To set-up a bank account you will need to provide:

- A copy of your passport (ID)
- A copy of your study permit
- Canadian phone number
- Proof of your Canadian Address
 - Examples: lease agreement, letter from landlord/homestay, utility bill with your name on it
- FIC Enrolment Letter

Your proof of address and enrolment letter will need to be shown in-person to receive your debit card. These can both be “soft copies”, shown electronically on your phone. Once you complete the online portion, you will be directed to the Scotiabank Branch located nearest your address. Please remember to check the hours of operation before your visit.

To get started setting up your Student Banking Advantage Plan, go to:

<https://www.scotiabank.com/ca/en/personal/bank-accounts/students/student-banking-advantage-plan.html>

Communication – Setting up a Canadian Phone Number

A Canadian Phone Number will be important for you as a student. Canada has long-distance charges and it may be difficult for people to contact you without getting a local phone.

There are different phone companies that you can choose from when setting up a phone number. Most likely, you will be signing up for a plan for a specific amount of time, that includes maximums on data, texting, and calling.

Fido, is a phone company that receives good signal on Burnaby Mountain, where SFU Burnaby campus is located and could be a choice for you.

At this time, to set-up a phone number and receive a new SIM Card with a Fido plan, you can go through the application process with Pepper Wireless that provides Fido service. You can apply online here: <https://www.pepperwireless.net/fic/>

Please note: If you are under the age of 19, you will need to provide your Parent/Guardian's information to obtain a SIM Card and/or new phone.

Plans for phone accounts often change in price and what is on offer. If you have any questions about the plans on offer or this procedure, please contact: the Pepper Wireless FIC Representative, Ashley at **ashley.lin@pepperwireless.com**

Wellness

FIC Wellness Office

- The FIC Wellness Office has a team of culturally sensitive professional counsellors who can support you through any difficult experience you may be going through. Your mental, emotional, physical, and spiritual health is extremely important and the Wellness Office will ensure that you have a safe space to nurture these aspects of yourself.
- You can learn more about the Wellness Office by [visiting their FIC page!](#)

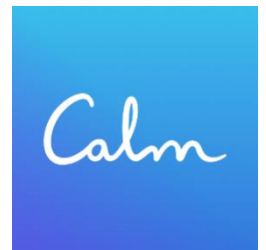
Headspace

- Learn to Meditate using Headspace with guided exercises, videos, articles, and more. Find what's right for you with sections including Meditation, Sleep and Wake up cycles, Stress & anxiety, as well as Movement & Healthy living.
- Visit the [Headspace website](#) or download the App on your smartphone
- The App costs \$13 monthly with a one-week free trial, or \$70 annually with a two-week free trial



Calm

- Calm allows you to complete a survey to determine what you would like to work on such as reducing stress, building self-esteem, improving sleep, etc. Further, there are walking meditations, body scans, masterclasses, and Sleep Stories
- You can visit the [Calm website](#) or download the 'Calm' App on your phone
- The App costs \$60 annually with a 30-day free trial



Insight Timer

- This website offers relaxing music tracks, a section for kids, and therapeutic pep talks from the likes of Indian yogi Sadhguru and psychotherapist Anthony DeMell
- You can download the Insight Timer App on your smartphone, or visit the [Insight Timer website](#).

Colouring Apps

- Use Pigment or Colorfy to relax and unwind with realistic online colouring book options, as well as paint, color and drawing games
- Both Apps are free for you to download on your phone



Exercise Resources

- You can search YouTube for a wide variety of guided exercises, including beginner's yoga, quick 7-10-minute workouts, even high intensity interval training!
- Some examples of exercise channels include: [MadFit](#), [Yoga with Adriene](#), [Ask Doctor Jo](#), [Group HIIT](#), and much more!
- YouTube Free is a free App to Download on your phone, or you can visit the website here: <https://www.youtube.com/>

Education

Language Learning

DuoLingo

- Duolingo provides quick, daily lessons that are adapted to
- your learning style and where you receive immediate grading!
- You can select from a variety of languages and skill levels, and stay motivated with rewards and new levels as you learn
- Download the free App or visit the [DuoLingo website](#) to get started



HelloTalk.

- Chat with native speakers around the world to learn a new language! HelloTalk is a language exchange, where a native speaker teaches you their language, while you teach them yours!
- Chat with language partners via text, voice recordings, voice calls and doodles.
- Download the free App or visit the [HelloTalk website](#) to get started



YouTube

- YouTube also has many options for support with practicing your English. Here are some helpful channels below:
 - [English Class 101](#)- explore various audio and video lessons with topics such as "how to express problems in English" and "1200 words every English beginner must know."
 - [Rachel's English](#)- practicing your conversational English and pronunciation with topics such as "English phone conversations and "how to increase your English vocabulary"
 - [BBC Learning](#)- learn how to speak English with BBC – they post a new video every day to support your learning, with topics such as "4 uses of quite" and "good vs well"

Online Courses

Coursera

- Coursera collaborates with over 190 universities and companies to provide online courses and lectures, even certificates and degrees!
- Learn skills such as business analytics, graphic design, Python, and more from learning universities and companies (ex. Yale, Google, IBM, etc.)
- Visit the [Coursera website](#) to sign up for both free or paid courses.



LinkedIn Learning

- LinkedIn Learning provides a variety of courses taught online by experts through online video tutorials. Topics include software development, web design, photoshop, wordpress, excel, etc.
- Visit the [LinkedIn Learning website](#) and start your one-month free trial

Reading

Serial Box

- Serial Box is a digital audio, reading platform and publisher that delivers ongoing stories via online and mobile in short segments that you can listen to anytime
- Each season costs around \$10 to subscribe
- You can watch on the [Serial Box website](#) or download the App on your phone



Kindle

- Android-powered portable e-book reader developed by Amazon that lets users shop for, download and read electronic versions of books, newspapers, magazines, etc.
- \$90+ (for the device) from [Amazon](#) or download Amazon Kindle for FREE in the App store. The cost for books may vary.



Entertainment

Streaming Services

There are a variety of streaming services available which you can download on your phone, watch on your laptop or computer, or on your TV if you have one! These streaming services allow you to watch movies and tv shows without needing to pay for a cable service. Content on each of these services below is updated monthly for new things to watch all the time!

1. Netflix - www.netflix.com/ca/
 - Cost: \$13.99/ month
 - Movies, TV shows as well as Netflix original content
2. Crave - www.crave.ca/en
 - Cost: \$9.99/ month or \$19.99/ month (gives you access to Crave, a larger variety of TV shows/movies and HBO shows.
3. Amazon Prime - www.amazon.ca
 - Cost: \$7.99/ month
 - Many benefits including movies, TV shows, music, and free fast shipping on most Amazon products
4. Disney+ - www.disneyplus.com
 - Cost: \$8.99/ month
 - Original and new Disney movies and Disney channel shows, includes Star Wars, Marvel movies, and originals such as The Lion King and Cinderella.

Social Networks

- Facebook, Twitter, and Instagram are all Apps you can download on your phone and allow you to connect with friends and family members. You can share photos, posts, and much more.
- Amino is an App you can download on your phone where you can find communities and chats that are based on shared interests. Sharing interests is a great way to make new friends! Some examples of mobile communities are for K-Pop, Anime, Vegan, Pokémon, and more!
- Meetup and Friender are also apps that can help you connect with new friends. Join a themed community for something you have interest, in or just chat to meet new friends who are local in your area.
- All the above Apps are free to download!



General Tips

Stay Social

- Don't forget to call and text your family and friends regularly! Try to keep in touch with them as well as updating them regularly on your condition and news.
- Try to find the communities of your interest through social networks and other social-oriented apps (see the "Apps" category for more resources)
- Use the resources that FIC provides: online counselling (mySSP), online chats with FIC students and advisors

Practice Good Hygiene & Self Care

- While staying at home ensure to open windows to regulate the air in your room
- Eat healthy meals regularly without sharing your meal with anyone or eating anyone else's food
- Ensure you are being respectful of everyone's personal space
- Wash your hands regularly with soap and water for at least 20 seconds (measure by singing happy birthday to you twice!)
- Do not come to campus if you have any symptoms of illness
- Avoid touching your face
- Maintain a safe physical distance of six feet (two metres) from others at all times
- Wear a mask when it is not possible to maintain a safe physical distance

Stay Updated at Fraser International College

- Check both your FIC Gmail and your SFU connect mail for information
- Email Student Success Advisors at advising@learning.fraseric.ca
- Ask advisors about Live Chat or video advising options
- Events Calendar - <https://students.fraseric.ca/events/>
- Student Portal - <https://learning.fraseric.ca/>
- FIC Instagram - <https://www.instagram.com/myfic/?hl=en>

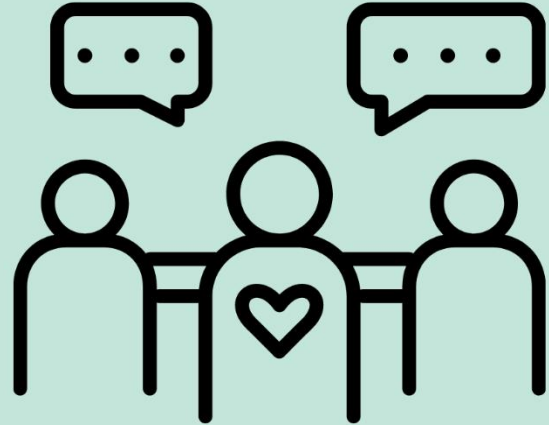
Stay Updated in the Community

- Visit these websites to stay up to date about your health and get advice on illness prevention
 - [FIC – Health and Travel Updates](#)

- [CTV News Vancouver](#)
- [CBC | British Columbia](#)
- [SFU News](#)
- [SFU Interfaith Centre](#)
- [Dailyhive](#)
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REMEMBER!

This guide has provided you with great deal of information and resources, but please know that **we are here to support you** along every step of your FIC journey too. If you **have questions about anything** in this guide, or just need a friendly face to help you with any questions you may have (i.e. academics, travel, adjusting to life in Vancouver, or personal situations) **please reach out to a Student Success Advisor** or drop into advising at any time!



**CLICK HERE TO SPEAK WITH A
STUDENT SUCCESS ADVISOR!**

