

Bow Valley College International Student Travel Guide

April 2022



Dear Student,

We look forward to welcoming you to Canada! Canada remains a safe and welcoming destination for international students. However, as a result of the COVID-19 pandemic, there are some important protocols that international students must follow to reduce the risk of infection and transmission of the virus.

Please take some time to review the information in this document. In it, you will find information on the 14-day quarantine process, and if that process applies to you when you arrive in Canada. In addition, you will find important checklists for both pre-arrival to Canada and upon landing, emergency contact information and any applicable quarantine guidelines.

Please note that in not following this protocol, students may be denied entry into the country, or may be denied entry/dismissed from your program of study with no refund. Government authorities may also fine students for non-compliance in certain situations.

Please understand that our number one priority is the health and safety of our students, homestay families, schools and communities. Your host school is obligated to follow the regulations and recommendations of various authorities, including the government of Canada, provincial and local public health authorities.

International Education
Bow Valley College

Download the ArriveCAN App.

The advertisement features a central graphic with a blue background. At the top, there is a white circle containing a stylized white maple leaf, with two white hands reaching towards it from the sides. Below this, the word "Canada" is written in white. The background of the entire graphic is a blurred image of an airport terminal with people walking. At the bottom of the graphic, the text "REDUCE PHYSICAL CONTACT FOR A SAFER, FASTER BORDER PROCESS." is written in white. Below the graphic, there is a dark blue horizontal bar. On the left side of this bar, there is a small Canadian flag icon followed by the text "Canada Border Services Agency" and "Agence des services frontaliers du Canada". On the right side of the bar, the word "Canada" is written in white.

Latest Information from Canada Border Services Agency (CBSA)

The Canada Border Services Agency (CBSA) has announced that, effective November 3rd, 2021, international students may be able to enter Canada more than 4 weeks prior to the start of their program if:

- They meet all other entry requirements and;
- the time between their arrival and the start of their program of study is considered reasonable as determined by a CBSA official at the port of entry.

Please note that international students, 18 years of age and older, must [qualify as a fully vaccinated traveller](#), unless exempt from vaccination. All students must demonstrate that they meet the requirements of the Immigration and Refugee Protection Act. See [International students: Who can travel](#) for details.

Moving forward, border testing surveillance will be adjusted based on the latest available evidence to further reduce the risk of importation of this variant. Fully vaccinated travelers are no longer required to provide a pre-entry test and are exempt from 14-day quarantine and day-8 test. However, an arrival test may be requested at random and a government officer will make the final decision on if you are eligible to be exempt from quarantine and day-8 test.

Unvaccinated travelers, with right of entry to Canada, will continue to require a pre-departure test, arrival test, and must also be tested on day 8 of their mandatory 14-day quarantine. Pre-entry test must be conducted within 72 hours prior to scheduled boarding and documentation must show proof of negative COVID-19 result.

Need Help?

Emergency: Dial 911

Health Link – 811

A telephone service, which provides free 24/7 nurse advice and general health information for Albertans.

Health Link provides a number of clinical services including tele-triage and health advice, navigation services and online content support for all Albertans by calling 811 or by using one of its companion web products, [MyHealth.Alberta.ca](https://myhealth.alberta.ca) or [informAlberta.ca](https://inform.alberta.ca).

211 Alberta

211 Alberta is a fully-integrated provincial helpline and online searchable database to help Albertans navigate community, health, social and government services. 211 data can help planners and decision-makers understand the needs of Albertans.

Talk With Me

Talk With Me is a place where learners can get emotional support from trained listeners. The service is available in 140 languages. You can use it 24 hours a day, seven days a week, free.

**To access Talk With Me, visit 7cups.com/p/bowvalley/
Password: bow_portal**

Counselling Services

Please email counselling@bowvalleycollege.ca to set up an in-person, phone or video appointment.

You can talk about your concerns or problems in a private and confidential setting. Our counsellors have a variety of backgrounds and experience. We are trained to work with all kinds of issues. Let us help you be successful in your personal life and at school.

Compliance and Enforcement

Violating any instructions provided to you when you entered Canada or failing to provide accurate information is an offence under the *Quarantine Act* and could lead to up to:

**6 months in prison
and/or
\$750,000 in fines**

If you choose to break your mandatory quarantine or isolation, resulting in the death or serious bodily harm to another person, you could face:

**a fine of up to \$1,000,000 or
imprisonment of up to 3 years
or both**

The Contraventions Act has been changed to give police (including the RCMP, provincial and local police) more power to enforce the *Quarantine Act*. They can now issue tickets to people who don't comply with the act or the emergency orders. Fines range from **\$275 to \$1,000**.

After arriving, Government of Canada officials will call the student to monitor compliance of the mandatory quarantine.

Students need to be prepared to receive and answer calls from:

1-855-906-5585

or

1-613-221-3100

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Definitions

Quarantine (self-isolate): Quarantining is necessary for 14 days upon arrival in Canada for all travelers who do not qualify as a [fully vaccinated](#) traveler. Fully vaccinated travelers must still submit a back-up quarantine plan since eligibility to be [exempt from quarantine](#) will be determined at the border.

Fully vaccinated travelers may still be required to quarantine if one or both of the following applies:

- You had close contact with someone who has or is suspected to have COVID-19;
- You have been told by the public health authority that you may have been exposed and need to quarantine.

Isolate: You must isolate if any of the following apply:

- You have been diagnosed with COVID-19; or
- You are waiting to hear the results of a lab test for COVID-19;
- You have symptoms of COVID-19, even if mild; you have been in contact with a suspected, probable or confirmed case of COVID-19;
- You have been told by public health that you may have been exposed to COVID-19; or
- You have returned from travel outside Canada with symptoms of COVID-19 (mandatory).

Please review the Government of Alberta's information on quarantine and isolation:

alberta.ca/isolation.

Quarantine (Self-Isolation) Requirements

If you are required to self-isolate for 14 days upon arrival in Canada, then you must stay in your own room for 14 days and avoid contact with (keep a **2-metre** distance from) others, including anyone that you travel with, to Canada.

Upon arrival in Canada, you, and anyone you are travelling with will be required to provide your isolation plan, including proof of accommodation, and your eligibility to be exempt from quarantine will be determined.

Apps and Online Tools

Please download the following apps, prior to your arrival in Canada:



ArriveCAN App (Mandatory)

Use this mobile app to speed up your arrival process in Canada and spend less time with border and public health officers.

How to use the app:

- Submit your information easily and securely using the app within 48 hours before arriving in Canada.
- The day after you arrive in Canada, all travelers must check in and confirm arrival at your quarantine location.

The app helps you to:

- Provide mandatory information that is required for entry into Canada.
- Reduce your wait time and points of contact at the border.
- Provide the Government of Canada with voluntary updates on your quarantine compliance and the development of any symptoms during the 14 days after arriving in Canada.

Download the ArriveCAN app (iOS, Android or web format). Make sure you have the official version by downloading it here.

- <https://apps.apple.com/us/app/canarrive/id1505394667?mt=8>
- <https://play.google.com/store/apps/details?id=ca.gc.cbsa.coronavirus>
- <https://arrivecan.cbsa-asfc.cloud-nuage.canada.ca/confidentialité>

**ABTraceTogether**

ABTraceTogether is a mobile contact tracing app that helps to let you know if you've been exposed to COVID-19 – or if you've exposed others – while protecting your privacy.

- <https://apps.apple.com/ca/app/abtracetogogether/id1508213665>
- <https://play.google.com/store/apps/details?id=ca.albertahealthservices.contacttracing>

Travelling to Canada Checklist

All incoming international travelers, 18 years of age and older, must [qualify as a fully vaccinated traveller](#), unless exempt from vaccination.

Fully vaccinated travelers are exempt from 14-day quarantine and day-8 test. However, the government officer will make final decision upon your entry. As of April 1, 2022, pre-entry tests are no longer be required for fully vaccinated travelers entering Canada by land, air or water.

Unvaccinated travelers continue to be required to provide proof of a negative result from a COVID-19 test conducted within 72 hours prior to their scheduled boarding and if 18 years of age and older, must also show proof of exemption from vaccination.

1. Review this [IRCC webpage](#) to understand how to prepare for your trip if you are approved to travel to Canada. Please review the remainder of the guide for additional supports in how Bow Valley College can assist during your quarantine.
2. All students are recommended to arrive within 4 weeks before starting classes, however students can enter Canada more than 4 weeks before the start of the term as long as your travel window date is reasonable.
3. Determine quarantine location or backup quarantine location if you are fully vaccinated.
4. Book your pre-departure COVID-19 test (if required).
5. Submit your travel information form to the College by completing your quarantine plan, based on your vaccination status:
 - If this is your first time submitting the quarantine plan, please provide it through this [link](#).
 - If your travel itinerary or other details require updates, please use this [link](#) and submit a new quarantine plan.
 - See [Government of Canada's website](#) for details.
6. Submit your quarantine plan to the Government of Canada, through the [ArriveCAN mobile app](#). **Vaccinated students must also submit details of their vaccination through ArriveCAN.**
7. Submit your [Alberta Isolation Questionnaire](#) to the Government of Alberta.
8. After arriving to Alberta, download the [ABTraceTogether mobile app](#).
9. Upon your arrival to Calgary, please notify of your arrival through the ArriveCAN app and to the College through the link sent to you by email.

Packing

In addition to regular packing requirements, please also bring:

- A reasonable amount of disposable or clean, reusable face masks;
- hand sanitizer;
- gloves (optional);
- a thermometer.

Please also have the following with you in your carry-on luggage:

- At least 2 masks;
- at least 2 pairs of gloves (optional);
- a travel sized bottle of hand-sanitizer, and;
- disinfecting wipes.

Make sure you have the following documents available in your carry-on luggage when you arrive. You will be required to present these to a Canada Border Services Agent when going through Canadian customs and immigration:

- Valid study permit or a Letter of Introduction and VISA
- Letter of Acceptance (new students)/[Confirmation of Enrollment Letter](#) (current students)
- Travel Support Letter
- Pre-departure COVID-19 test result (if required)
- Medical health insurance
- Quarantine site information
- Proof of vaccination (or proof of exemption)
- Medical Report form (IMM 1017E) – valid only up to 12 months from assessment.

In Transit

While in transit to the airport, in airports and during flights:

- Wear a mask;
- Wash hands frequently or wear gloves;
- Use hand sanitizer when hand washing is not available;
- Practice physical distancing (minimum 2 metres from others);
- Sanitize your personal space and high touch areas;
- Minimize trips to the washroom and flush the toilet with the seat cover down;
- Touch as few surfaces as possible;
- Keep your cell phone charged.

Arrival in Canada

- Please complete your BVC arrival form which will be sent via email;
- If you are not taking a hotel shuttle, text your driver to confirm your arrival;
- Wear a fresh mask and gloves and ensure proper disposal in a waste bin/garbage can;
- Proceed through immigration and baggage pick-up while maintaining physical distancing;
- Present appropriate documentation to the Canada customs officer;
- Move as quickly as possible through the baggage area and do not enter any stores in the airport;
- Meet your driver at the agreed pick-up location;
- Load your own luggage into the car and sit as far away from the driver as possible;
- Follow all instructions for COVID-19 safe check-in at your quarantine site.

SIM Cards Upon Arrival

[PhoneBox](#), a Canadian wireless company offering affordable mobility plans, can deliver Canadian SIM Cards anywhere in the world and provide easy activation as soon as students land in Canada. SIM cards can also be purchased upon arrival at [7-Eleven](#) or mailed to a Canadian address.

Alberta Isolation Questionnaire

One member of each household must complete the Alberta Isolation Questionnaire and submit it at the provincial check point. The Government of Alberta will be contacting all households to ensure compliance with public health measures.

<https://travel.isolationplan.alberta.ca/en>

How to Isolate

If you are in mandatory isolation:

- Stay home – do not leave your home or attend work, school, social events or any other public gatherings.
- Avoid close contact with people in your household, especially seniors and people with chronic conditions or compromised immune systems.
- You are prohibited from taking public transportation like buses, taxis or ride-sharing services.
- Do not go outside for a walk through your neighbourhood or park. This includes children in mandatory isolation.
- You may get fresh air in your backyard, if you have one, but you must remain on private property not accessible by others.
- If you live in an apartment building or high-rise, you must stay inside your unit and avoid all common areas, including the elevators or stairwells to go outside. If your balcony is private and at least 2 metres away from your closest neighbours, you may go outside on the balcony.
- This directive is consistent with the new federal requirements under the *Quarantine Act*.

How to Get Tested

COVID-19 Self-Assessment

Use the [AHS Self-Assessment Tool](#) to help determine whether you need to be tested for COVID-19. You can complete this assessment for yourself or on behalf of someone else. After completing self-assessment, you will be presented with options to book a test online if testing is recommended.

Book a Test

- Call Health Link at 811.
- [Book a test online](#).
- Visit or contact a [participating pharmacy](#).
 - Pharmacies can now choose to provide testing to people who have no symptoms and no known exposure to COVID-19.

If you have symptoms or known exposure to COVID-19, you must stay home and book your test with AHS.

14-Day Quarantine Information for Students

If required to quarantine, you must remain in isolation for 14 days and avoid contact with others. Your quarantine site must provide you with food, clean linens every couple of days, a comfortable room and access to television and Wi-Fi. Please click [here](#) for more information.

This means:

- Stay in your own room as much as possible and away from others. Do not leave your quarantine room unless there is a medical emergency.
- Keep your room well-ventilated and clean – open your window to let the air circulate.
- Conduct your mandatory daily self-check-ins.
- Practice good hygiene:
 - Wash your hands frequently with plain soap and water for at least 20 seconds.
 - Cover your mouth and nose with your elbow when coughing or sneezing or use a tissue. Avoid coughing into either your hands or into the air. Dispose of used tissues right away into a trash bin and immediately wash your hands.
 - Flush the toilet with the lid down.
 - Package up your garbage – empty garbage frequently and wash your hands immediately.
 - Refer to the COVID-19 laundry policy at your quarantine site for having your clothes washed.
 - Stay connected with Bow Valley College.
- Stay connected to friends and family via text, email, facetime, etc.
- Monitor your physical and mental well-being. If you are not feeling well, use the [AHS COVID-19 Self-Assessment Tool](#) to help determine if you need further assessment or testing. Contact your school and quarantine provider immediately if you feel sick.
- If you cannot use the online tool, call 811.

Please remember that quarantine is a mandatory requirement of the *Quarantine Act* and not optional.

Quarantine Process (if required)

Upon arrival to Calgary, meet your pre-arranged safe transportation in a pre-arranged pick-up area.

- Your driver will transport you immediately to your designated quarantine location.
- If staying at a hotel, wear a mask and gloves while checking in, and respect all necessary personal hygiene and physical distancing guidelines.
- Immediately following check-in, you will go to your assigned room for the duration of your quarantine, or until you travel to a new quarantine location.

Your quarantine location (hotel or private residence), is responsible to:

- Attend to your immediate needs, such as provision of three meals per day, any needed toiletries, linens, etc.
- Ensure appropriate sanitization measures are in place.
- Ensure that you remain in quarantine during the 14-day quarantine period and complete your [Day 8 test kit](#).

Please review the following mandatory check-ins you must complete while you remain in quarantine:

You will be required to respond to a daily electronic questionnaire to report on both physical and emotional wellbeing. These will be sent to the email address that you provide in your quarantine form. You must complete all check-ins while in quarantine.

Screening for Symptoms

During the 14-day quarantine, you and your co-arriving immediate family members will be sent daily automated self- monitoring and assessment checklists to be completed. The checklist will help monitor physical and mental health.

Information on accessing physical and mental health support services will be included within electronic communications. If you report physical or mental health distress or COVID-19 symptoms, a BVC staff member will follow up with you by email to confirm that you or your co-arriving family member has accessed the necessary supports.

You will be required to self-monitor for symptoms of COVID-19, including taking your temperature daily.

On the last day of your 14-day quarantine, call 811 to confirm with a healthcare professional your eligibility to leave quarantine.

After Quarantine

Ensure you have found information on how to support yourself after quarantine, while preparing for classes to commence:

- Information on how to access medical services and prescriptions via Imagine Health;
- Information on AB Health Services;
- Gallivan or Guard.me insurance information;
- Calgary Transit information, including generic maps and routes to reach BVC;
- Food services and grocery stores throughout the city;
- Activities to take part in, through virtual campus events;
- Opportunities to connect with other learners through the **ICan Crew** (volunteering);
- ISO & NSO information;
- 24/7 mental health supports through: **Talk With Me**;
- Student Services onboarding through My Success Hub, available through **D2L**;
- Ongoing social and wellness activities.

Following completion of your 14-day quarantine period, if you have not presented any symptoms of COVID-19:

- Confirm transportation arrangements to your permanent accommodation (if applicable).
- For the duration of your stay in Canada, please be mindful of and respect public health directives.

To protect yourself and others:

- Keep at least 2 metres (about the length of a hockey stick) distance from people outside your household or **cohort group**.
- Limit the number of times you leave your home for errands; try to limit grocery store visits to once a week.
- Try to have only one person in the household do the shopping.
- Try to shop at less busy times.
- Order online to have groceries or other items delivered if possible.
- Go for a walk in your neighbourhood or park while maintaining distance from others.
- Avoid overcrowding in elevators or other enclosed spaces.
- Follow Alberta's **mandatory restrictions on gatherings**.
- Wash or **sanitize your hands** after touching communal surfaces.

Additional Resources: Hotels for Quarantine

If you require a hotel to complete your mandatory quarantine period at, some options have been provided below for hotels that have implemented rigorous COVID-19 operating procedures as per the Hotel Association of Canada's [Best Practices, Operating Procedures and Considerations for Hotel Guests in Self-Isolation](#) and are equipped to provide a full-service quarantine package to students, including safe transport from the airport to the hotel and monitoring services to ensure students do not leave their room.

Hampton Inn Airport

2021 100 Ave NE Calgary, AB T3J 0R3
hilton.com

Homewood Suites Airport

1000 2021 100 Ave NE, Calgary, AB T3J 0R3
homewoodsuites.hilton.com

Hilton Garden Inn & Homewood Suites by Hilton Calgary Downtown

Suite B - 711 4 St. SE Calgary, AB T2G 1N3
homewoodsuites.hilton.com

Hyatt Place Calgary Airport

10 Aero Crescent NE, Calgary, AB T2E 7Y5
hyatt.com

Sandman Hotel Calgary Airport

25 Hopewell Way NE, Calgary, AB, T3J 2V7
sandmanhotels.com

Radisson Hotel & Conference Centre Calgary Airport

6620 36 Street NE, Calgary, AB T3J 4C8
radissonhotels.com

Additional COVID-19 Awareness Resources: Multilingual Resources

Bow Valley College utilizes Student Health 101 to provide accurate, comprehensive information on various health related topics, including mental health and anti-racism support. These resources are available 24/7 to all learners at the College.

There are several government-provided COVID-19 awareness resources that are available in multiple languages.

- Government of Canada: [Coronavirus disease \(COVID-19\): Awareness Resources](#)
 - Translated versions available through this page.
- Government of Alberta: [COVID-19 Info for Albertans](#)
 - Translated versions available [here](#).

[illegible]

INFORMACIÓN SOBRE EL CORONAVIRUS

AQUÍ LO PODEMOS AYUDAR

El coronavirus ha cambiado nuestra vida diaria, y ajustarse a las nuevas circunstancias no es fácil. Para nadie. Si usted o alguien que usted conoce se siente apabullado o tiene dificultad para afrontar esta realidad, cuentan con ayuda disponible las 24 horas del día, todos los días.

Para encontrar ayuda, visítenos en alberta.ca/mentalhealth

Alberta

ABOUT CORONAVIRUS DISEASE (COVID-19)

WHAT IT IS

COVID-19 is an illness caused by a coronavirus.

Coronaviruses are a large family of viruses. Some can infect animals, and some can infect humans. COVID-19 is a new disease caused by the coronavirus (SARS-CoV-2) that was first identified in Wuhan, China in December 2019. COVID-19 was declared a global pandemic in March 2020.

Those who are infected with COVID-19 may have little to no symptoms. Symptoms of COVID-19 are often similar to other illnesses.

SPREAD

Coronaviruses are most commonly spread from an infected person through:

- respiratory droplets when you cough or sneeze
- close personal contact, such as touching or shaking hands
- touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

These viruses are not known to spread through ventilation systems or through water.

IF YOU HAVE SYMPTOMS

If you have symptoms of COVID-19:

- stay home (isolate) to avoid spreading it to others
 - if you live with others, stay in a separate room or keep a 3 metre distance
- call ahead before you visit a health care professional or call your local public health authority
 - tell them your symptoms and follow their instructions
- if you need immediate medical attention, call 911 and tell them your symptoms

SYMPTOMS

Symptoms of COVID-19 can:

- take up to 14 days to appear after exposure to the virus
- be very mild or more serious
- vary from person to person

PREVENTION

The best way to prevent the spread of infections is to:

- practice physical distancing at all times
- stay home if you are sick to avoid spreading illness to others
- wash your hands often with soap and water for at least 20 seconds
- avoid touching your eyes, nose or mouth, especially with unwashed hands
- avoid close contact with people who are sick
- when coughing or sneezing:
 - cover your mouth and nose with your arm or tissues to reduce the spread of germs
 - immediately dispose of any tissues you have used into the garbage as soon as possible and wash your hands afterwards
- Clean and disinfect frequently touched objects and surfaces, such as toys, electronic devices and door knobs
- wear a non-medical mask or face covering (i.e. constructed to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops) to protect the people and surfaces around you

FOR MORE INFORMATION ON CORONAVIRUS:

1-833-784-4397

canada.ca/coronavirus

1-8

Public Health
Agence de la Santé

Agence de la Santé
publique du Canada

Canada

Additional Resources: Transportation

For all modes of transportation, students must wear a mask for the duration of transit; should handle their own luggage; and if possible, should avoid stopping at any interim destinations. If they must stop for food or gas, they should seek venues where they can be served without leaving the vehicle and should wear a mask at all times while being served.

- Students should travel by plane to Calgary, avoiding making long distance trips from another hub.
- Taxis, limos, or rideshares are permissible if following the appropriate guidance. All drivers and passengers are required to mask. Students should sit as far away as possible from the driver and should not share rides with other students who are not part of their household unless the vehicle is large enough to allow students to maintain physical distance from one another (e.g. taxi vans). Vehicles that have plastic shields between the front and back seats are preferred.
- Rental vehicles are permissible. Students should not share a rental vehicle, unless with co-arriving family members.
- If students are taken to their quarantine location in a private vehicle, the driver may consider quarantining with the student. If the driver will not be quarantining, they should wear a mask and thoroughly sanitize all surfaces in the vehicle that may have come in contact with the student (both before and after the trip). The student should sit as far as possible from the driver, and the number of people in the vehicle should be limited to the fewest possible to ensure physical distancing of 2 meters. A plastic shield between the driver and passenger(s) is recommended.
- Use of a chartered bus or van is permissible. When transporting international students to quarantine location/site, the bus/van should not have any occupants other than the driver and student(s); companies and drivers should follow applicable public health guidance. Drivers should mask, maintain 2 meters distance from students and consider the use of shields. Students should maintain 2 meters distance between themselves, the driver and other students.
- Use of public transportation (e.g. public buses, light-rail trains) is prohibited.

Taxi

Associated Cab

Tel: 403-299-1111
Download mobile app [here](#)

Calgary United Cabs

Tel: 403-777-1111
Download mobile app [here](#)

Checker

Tel: 403-299-9999
Download mobile app [here](#)

Additional Resources: Delivery of Necessities

Grocery Delivery Services

- [CalgaryGrocery.ca](https://calgarygrocery.ca)
- [Calgary Coop](https://calgarycoop.ca)
- [Real Canadian Superstore](https://realcanadiansuperstore.ca)
- [Safeway](https://safeway.ca)
- [Save-On-Foods](https://save-on-foods.ca)
- [Sunterra Market](https://sunterra.com)
- [T & T Supermarket](https://tandt.ca)
- [Instacart®](https://instacart.ca)
- [Dollarama](https://dollarama.ca)

Ethnic Grocery Stores

- [A-Mart](https://a-mart.ca)
- [Asian Food Centre Calgary](https://asianfoodcentre.ca)
- [Authentic Desi Store & Convenience](https://authenticdesi.com)
- [Basha Foods](https://bashafoods.com)
- [Caribbean Choice Ltd.](https://caribbeanchoice.ca)
- [Hong Kong Food Market](https://hongkongfoodmarket.com)
- [Kalamata Grocery Store](https://kalamata.ca)
- [Lambda Oriental Foods Supermarket](https://lambdafoods.com)
- [Lucky Supermarket](https://luckygrocery.ca)
- [Seafood City](https://seafoodcity.ca)
- [Shaganappi Grocery](https://shaganappi.ca)
- [T & T Supermarket](https://tandt.ca)
- [Tops Supermarket](https://topsgrocery.ca)
- [True World Foods](https://trueworldfoods.com)
- [Tres Marias Mexican Market](https://tresmarias.com)
- [Unimarket](https://unimarket.ca)

General Products and Electronics Delivery

- [Amazon](https://amazon.ca)
- [Best Buy](https://bestbuy.ca)
- [Canadian Tire](https://canadiantire.ca)
- [Costco](https://costco.ca)
- [Staples](https://staples.ca)
- [Walmart](https://walmart.ca)

Pharmacy Delivery Services

- [Shoppers Drug Mart](https://shoppersdrugmart.ca)
- [Calgary Coop](https://calgarycoop.ca)
- [London Drugs](https://londondrugs.com)
- [Rexall](https://rexall.ca)
- [Safeway](https://safeway.ca)
- [Sandstone Pharmacies](https://sandstonepharmacies.com)

Meal Delivery

- [Door Dash](https://doordash.com)
- [Skip the Dishes](https://skipthedishes.com)
- [Uber Eats](https://ubereats.com)
- [Domino's Pizza](https://dominos.ca)
- [Panago Pizza](https://panagopizza.com)
- [Papa John's Pizza](https://papajohns.ca)
- [Pizza 73](https://pizza73.com)
- [Pizza Hut](https://pizzahut.ca)
- [Pizza Pizza](https://pizzapizza.ca)

Laundry Service

- [Avalon Cleaners](https://avaloncleaners.com)
- [Lux Laundromat](https://luxlaundromat.com)
- [My Easy Laundry Calgary](https://myeasylaundry.ca)
- [Tower Cleaners](https://towercleaners.com)

Note: Information on locating a doctor is contained in the physical and mental health section (p.55).

Health Coverage

To be adequately protected for medical health insurance coverage, students should have both basic and extended medical insurance plans.

Basic Coverage for all Students: Alberta Health Care

Alberta Health Care Insurance is a basic health care coverage that is administered and governed by the provincial Government of Alberta. All eligible recipients are required by law to be covered by this insurance plan.

Students must enroll themselves for Alberta Health Care Insurance when they arrive and establish a residence in Alberta, as registration is not automatic. For specific details on Alberta Health Care Insurance benefits and how to register, please refer to the website myhealth.alberta.ca.

Other links of interest:

- [Eligibility criteria](#)
- [Supporting documents](#)
- [Application form](#)

To find health care information, please visit [Alberta Health Services' website](#).

Extended Health Care

Health insurance is provided through the Student Association of Bow Valley for students enrolled in certificate, diploma, post-diploma programs and English Language Learning (ELL) programs. This insurance is mandatory and included in tuition and fees every semester.

For more information on Extended Health Care coverage, click [here](#).

Physical Health

Health Link – 811

A free, round-the-clock, telephone advice and health information service.

Highly experienced Registered Nurses can provide you with advice and information about:

- Health concerns or symptoms;
- Treating conditions such as colds and flu, fever, earaches, rashes and many other conditions;
- The most appropriate health care option if you need further follow up for your condition.

Anyone in Alberta with a health concern can dial 811 for Health Link.

MyHealth.Alberta

MyHealth.Alberta is a Government of Alberta initiative in partnership with Alberta Health Services. This website is a single place for you to go to find trustworthy health information and useful health tools.

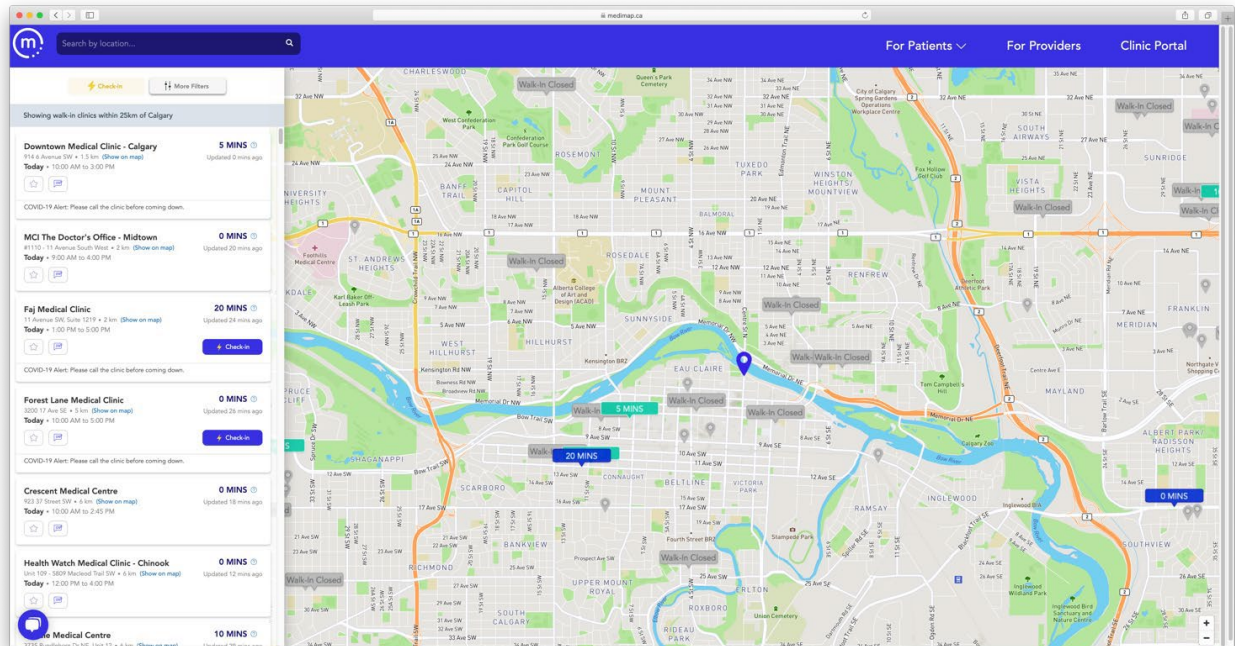
Among many other resources available on this site, you can:

- Look up information about a particular health concern;
- Find out how you can live a healthier lifestyle;
- Use the health checkup tool;
- Find out more about treatments, medications and health alerts.

211 Alberta

211 Alberta is a fully integrated provincial helpline and online searchable database to help Albertans navigate community, health, social and government services. 211 data can help planners and decision-makers understand the needs of Albertans.

Medimap provides a list of walk-in clinics and their current wait times.



Mental Health

Support services (counsellors, learner wellness advisor, learner success advisors, learning navigators, peer wellness mentors) are available during regular business hours via online platforms for learners. Counselling can be accessed via telephone or online/video and afterhours resources are provided.

<https://bowvalleycollege.ca/student-resources/student-life/counselling>

Resources are available to learners to access at any time. A Mental Health Screening can be accessed at any time (<https://bowvalleycollege.ca/student-resources/student-life/counselling/mental-health-check>) with information and next steps provided to guide learners who need additional supports. Learner Success Advisors can target outreach and offers of support to specified students. Engagement activities like Monday Wellness Boost, Tranquil Tuesdays, Wellness Wednesdays, continue to be available via online platforms.

Use of **811** for health inquiries, **211** for community and social services supports or **Talk With Me** for multilingual mental health supports will be emphasized.

Talk With Me

Talk With Me is a place where learners can get emotional support from trained listeners. The service is available in 140 languages. You can use it 24 hours a day, seven days a week, free.

**To access Talk With Me, visit 7cups.com/p/bowvalley/
Password: bow_portal**

This is an exciting online communication tool. We encourage you to use it to build your own connections. We also always encourage you to meet with any of our counsellors in Learner Success Services. They will give you more in-depth, personalized and comprehensive counselling. We look forward to helping you achieve your goals!

For more information, contact counselling@bowvalleycollege.ca.

*To serve you better, Learner Success Services participated in the National College Health Assessment in 2016. Its purpose was to determine the top health priorities facing Bow Valley College learners. From this assessment, we discovered our learners' strong desires to access alternative support services. These include 24-hour online chat sessions and services in different languages.

Counselling Services

You can talk about your concerns or problems in a private and confidential setting. Our counsellors have a variety of backgrounds and experience. We are trained to work with all kinds of issues. Let us help you be successful in your personal life and at school.

Get help with any of the following issues:

- Personal issues
- Depression
- Anxiety
- Abuse
- Alcohol and/or drug use
- Academic and career goals
- Couple and family problems
- Financial issues

Please email counselling@bowvalleycollege.ca to book an appointment.

If you can't come into the office, don't worry. **Our counsellors are also available for phone and video appointments.** Let us know if you'd like an in-person or video/phone appointment when you book.

Hours of Operation:

Monday to Thursday: 8:00 a.m. - 4:00 p.m. [MST]

Friday: 10:00 a.m. - 4:00 p.m [MST]

Counselling Team

Meet our counselling team members [here](#).

Counselling Appointments

Scheduled Appointments:

If you need more time with a counsellor, you can book a one-hour appointment in advance. These appointments are available in-person or by video.

Emergency Appointments:

Emergency appointments are for students who are in immediate crisis. Use this if you're going through something that may threaten your health or safety. If you feel you are in crisis, there is help.

After-Hours Help

If you need help after our office is closed, please use this list of services.

- Emergency Help: 911
- **Distress Centre:** 403-266-4357 (HELP)
- Child Abuse Program: 403-943-7886
- **Social Resources:** 211
- Non-Emergency Police Line: 403-266-1234
- **Calgary Communities Against Sexual Abuse:**
 - Crisis Support and Information Line: 403-237-5888
 - Monday to Friday 9 a.m. – 5 p.m.
 - Sexual abuse and sexual assault crisis support and education
- **First Nations and Inuit Hope for Wellness:**
 - 24/7 Helpline: 1-855-242-3310 or connect to the online chat at hopeforwellness.ca
- **Calgary Women's Emergency Shelter:**
 - 24/7 Family Violence Helpline: 403-234-SAFE (7233)
 - Support from trained counsellors in dozens of languages