

Bow Valley College COVID-19 Guide for International Students

Download the **ArriveCAN** App.



Canada

REDUCE PHYSICAL CONTACT FOR A
SAFER, FASTER BORDER PROCESS.



Canada Border Services Agency
Agence des services frontaliers du Canada

Canada

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, including undertaking a mandatory 14-day quarantine period immediately upon arrival in Canada.

Please take some time to review the information in this document. In it, you will find important checklists for both pre-arrival to Canada and upon landing, emergency contact information, and 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

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 or informAlberta.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 a 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.

Bow Valley College Emergency Contacts on last page

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 needs 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 if you have no symptoms and any of the following apply:

- You are returning from travel outside of Canada (mandatory quarantine);
- 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)

Canadian Government Information about terms and definitions can be found:

www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html

Quarantine (Self-Isolation) Requirements

As part of the *Quarantine Act*, travelers to Canada are required to self-isolate for 14 days. This means that you are required to 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 entering Canada, you and anyone you are flight with, will be required to provide your isolation plan, including proof of accommodation.

Apps and Online Tools

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



ArriveCAN app

Use this mobile app to speed up your arrival process in Canada and spend less time with border and public health officers. Submit your information easily and securely using the app within **48 hours before** arriving in Canada.

The app helps you to:

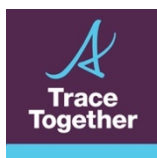
- provide mandatory information that's required for entry into Canada
- reduce your wait time and points of contact at the border
- provide the Government of Canada with voluntary updates on your quarantine compliance and the development of any symptoms during the 14 days after arriving in Canada

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/abtracetgether/id1508213665>

<https://play.google.com/store/apps/details?id=ca.albertahealthservices.contacttracing>

2. Additional apps available to download for your reference:

Canada



Canada COVID-19 App and Daily Symptom Tracker

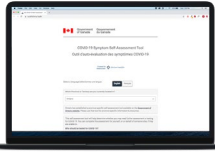
Application de COVID-19 du Canada et l'outil de suivi des symptômes

The app will support you to track your symptoms, receive the latest updates, and access trusted resources.

<https://ca.thrive.health/>

<https://apps.apple.com/ca/app/Canada-COVID-19/id1505010304>

<https://play.google.com/store/apps/details?id=ca.gc.hcsc.canada.covid19>



Self-Assessment Tool

This online tool will determine whether you may need further assessment or testing for COVID-19.

<https://ca.thrive.health/>

See the [Government of Canada's page for International Students.](#)

Travelling to Canada Checklist

1. Review the [Student Quarantine Guide](#), to understand what you need to include in your quarantine plan, and what to expect during your 14-day quarantine, if you are approved to travel to Canada.
2. Provide your quarantine plan through this [link](#). (This link must be accessed by using your BVC email address. Please email issc@bowvalleycollege.ca if you have challenges accessing the quarantine plan link.)
3. If you are arriving with a family member(s) each family member must be identified in the quarantine plan.
4. Your quarantine plan will be assessed by an International Learner Advisor, who will respond within 5 business days. **(If your quarantine plan is incomplete, you will be required to resubmit a new one.)**
5. Students with complete quarantine plans, will be issued a travel support letter, and pre-departure checklist.
6. Submit your quarantine plan to the Government of Canada, through the [ArriveCAN mobile app](#).
7. Submit your [Alberta Isolation Questionnaire](#) to the Government of Alberta.
8. Download the [ABTraceTogether mobile app](#).
9. Upon your arrival to Calgary notify Bow Valley College at tvvet@bowvalleycollege.ca

([PhoneBox](#), a Canadian wireless company offering affordable mobility plans, can deliver Canadian SIM Cards anywhere in the world and provides 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.

Packing

In addition to regular packing requirements, please also bring:

- 60 disposable face masks OR 30 disposable and 1 reusable cloth face mask;
- One large bottle of quality hand sanitizer;
- One box of Nitrile gloves;
- A thermometer.

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

- At least 2 masks,
- Several pairs of gloves,
- A travel sized bottle of hand-sanitizer, and
- Disinfecting wipes

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

- Passport;
- Study permit or permit confirmation document (if you have one);
- Letter of Acceptance;
- Quarantine site contact information, including cell phone number for the driver.
- Contact information for your host school;
- Print out of Self-Isolation Plan.

In Transit:

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

- Wear a mask and gloves;
- Wash hands frequently;
- Use hand sanitizer when necessary;
- Practice physical distancing (minimum 2 metres from others);
- Sanitize your personal space and high touch areas;
- Minimize trips to the washroom (Flush the toilet with the seat cover down); Touch as few surfaces as possible;
- Keep your cell phone charged.

Arrival in Canada:

- Text or email BVC to confirm your arrival;
- Text your driver to confirm your arrival;
- Wear a fresh mask and gloves;
- 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 agree 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.

Alberta Guidelines

Individuals arriving to Alberta are legally required to isolate for:

- 14 days if they returned to or entered Alberta from outside Canada or are a close contact of someone with COVID-19
- 10 days if they have any symptoms that are not related to a pre-existing illness or health condition: cough, fever, shortness of breath, runny nose or sore throat
- If you have symptoms, [take the online assessment to arrange testing](#)

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.

- Do not go outside for a walk through your neighbourhood or park. This includes children in mandatory isolation.
- You can 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 highrise, you must stay inside and cannot use the elevators or stairwells to go outside. If your balcony is private and at least 2 metres away from your closest neighbour's, you may go outside on the balcony.

This directive is consistent with the new federal requirements under the *Quarantine Act*.

How to get tested

Book a test

Book a testing appointment online with the AHS assessment tool or call Health Link 811.

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

[Take the COVID-19 assessment / Book a test](#)

Visit a participating pharmacy

Pharmacies can now choose to provide testing to people who have no symptoms and no known exposure to COVID-19.

Contact a participating pharmacy to arrange a test. To see if your local pharmacy offers testing, visit [Alberta Blue Cross](#).

Quarantine Information for Students

As per the Government of Canada's Quarantine Act, you are required to quarantine for 14 days immediately upon arrival in Canada. This means that you must stay on your own in your room for 14 days and avoid contact with others. Your quarantine site will provide you with food, clean linens every couple of days, a comfortable room, access to television and Wi-Fi.

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.
- 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 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 8-1-1

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

Quarantine Process

Upon arrival to Calgary, meet your pre-arranged safe transportation in a pre-arranged pick-up area. If you are staying at a hotel, the safe transportation will be provided by the hotel and will respect necessary quarantine requirements (i.e. only one passenger at a time; driver and passenger wearing masks and gloves; vehicle is sanitized between users.)

- You must contact the Bow Valley College International Education Office at 403-410-3476 to confirm your arrival and pick-up by your designated transport. Office hours are 8:00 am – 4:00 pm MST, Monday to Friday. If you call outside of these times, please leave a message.
- Your driver will transport you immediately to your designated quarantine location.
- If you are 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 be escorted to their room.

Your quarantine location (hotel or private residence) are 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.

Bow Valley College will:

- Conduct regular telephone check-ins with you to inquire about your mental and physical health.
- Provide students with optional virtual social, wellness and entertainment activities.

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 their eligibility to leave quarantine.

Screening for Symptoms

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 or phone to confirm that you or your co-arriving family member has accessed the necessary supports.

Regular phone calls will be made to check on your physical and mental health.

You will be required to respond to a daily electronic questionnaire for physical and mental health.
<https://bowvalleycollege.ca/student-resources/student-life/counselling/mental-health-check>

Does the person have any of the below Symptoms?	Yes	No
Fever		
Cough		
Shortness of Breath / Difficulty Breathing		
Sore throat		
Chills		
Painful swallowing		
Runny Nose / Nasal Congestion		
Feeling unwell / Fatigued		
Nausea / Vomiting / Diarrhea Unexplained loss of appetite		
Loss of sense of taste or smell		
Muscle/ Joint aches		
Headache		
Conjunctivitis		
Have you or anyone in your household been in close unprotected contact in the last 14 days with someone who is being investigated or confirmed to be a case of COVID-19?		

If you answer “yes” to any of the above questions they will be directed to use the [AHS Online Assessment Tool](#) to determine if testing is recommended.

After Quarantine

Welcome packages for students. Information to include strategies to support and inform students after quarantine:

- Information on how to access medical services and prescriptions via Imagine Health
- Information on AB Health Services
- Gollivan 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 through several college hubs for example the Intercultural Centre
- Opportunities to connect with other learners through the ICan Crew (volunteering)
- ISO & NSO information

Provide mental health programming through LSS:

- Daily outreach/check in made by an assigned RISE advisor or wellness advisor, including potential LSS or community resource referrals, if necessary
- 24/7 mental health supports through: [Talk With Me](#)
- Student services onboarding through My Success Hub (originally LSS 101)
- Creation of a subset of the Buddy Program, to facilitate peer connections
- Facilitation of a wellness program such as *Happiness Basics* to support mental wellbeing in a group dynamic through positive psychology

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 you are transferring to accommodation within your city of arrival/quarantine will be transported by car provided by the quarantine site, following safe transport protocol.
- 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 (Quarantine Sites)

All quarantine sites 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, Alberta T3J 0R3

<https://www.hilton.com/>

Homewood Suites Airport

1000 2021 100 Avenue North East, Calgary, Alberta T3J 0R3

<http://homewoodsuites.hilton.com/>

Hilton Garden Inn & Homewood Suites by Hilton Calgary Downtown

Suite B - 711 4th St. S.E. Calgary, AB T2G 1N3

<http://homewoodsuites.hilton.com/>

Hyatt Place Calgary Airport

10 Aero Crescent NE, Calgary AB T2E 7Y5

<https://www.hyatt.com>

Sandman Hotel Calgary Airport

25 Hopewell Way NE, Calgary AB, T3J 2V7

<https://www.sandmanhotels.com>

Radisson Hotel & Conference Centre Calgary Airport

6620 36th Street NE, Calgary AB T3J 4C8

<https://www.radissonhotels.com>

Languages Canada List of Designated Hotels

<https://www.languagescanada.ca/web/default/files/covid19/study-safe-corridor/Languages%20Canada%20Study%20Safe%20Corridor%20Binder.pdf>

Additional Resources: Multilingual Resources - Help prevent the spread information sheets

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

As a diverse campus community, the College emphasizes inclusion as a priority within our HIVE Mental Health Strategy. Committees and Working Groups are working on establishing and enhancing Diversity, Equity and Inclusion on campus. Learner Success Services is incorporating anti-racist initiatives in student outreach, training opportunities and events on campus. The Access and Inclusion team also responds to incidents of learner conduct, applying restorative justice principles with opportunities for education and awareness building. In Intercultural Centre offers programming and volunteering opportunities to increase social capital and to foster a sense of belonging.

Covers these topics: physical distancing, monitoring of symptoms, what to do if you have symptoms, and isolation.

Download this document, available in these languages:

- [English](#) (PDF, 131 KB)
- [French](#) (PDF, 225 KB)
- [Arabic](#) (PDF, 1 MB)
- [Chinese \(Traditional\)](#) (PDF, 139 KB)
- [Chinese \(Simplified\)](#) (PDF, 145 KB)
- [Hindi](#) (PDF, 507 KB)
- [Korean](#) (PDF, 170 KB)
- [Punjabi](#) (PDF, 64 KB)
- [Somali](#) (PDF, 135 KB)
- [Spanish](#) (PDF, 35 KB)
- [Tagalog](#) (PDF, 33 KB)
- [Urdu](#) (PDF, 227 KB)
- [Vietnamese](#) (PDF, 390 KB)
- [Guide for people with disabilities](#) (PDF, 115 KB)

See also:

- <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources.html>
- <https://www.alberta.ca/prevent-the-spread.aspx>
- <https://www.alberta.ca/covid-19-information-posters.aspx>

ਕਵੈਂਡ-19 ਿਣਕਰੀ

ਨਨ-ਮਭੈ ਕੀਲ ਮਸਕ ਕ੍ਰਿਏ ਬਨਣ ਚੈ

ਘਰਲੇ ਕੁਪੱਕ ਦੇ ਮਸਕ ਸਮੇਂ ਨਨ-ਮਭੈ ਕੀਲ ਮਸਕ ਕਵੈਂਡ-19 ਦੋਫਲੇਟ ਨੂੰ ਰੋਕਣ ਲਈ ਸਹਾਇਤਾ ਕਰ ਸਕਦੇ ਹਨ। ਇਹ ਉਨ੍ਹਾਂ ਖਿੱਲੀ ਿਰਤਲੇ ਇੱਕੋ ਚਕਿੰਮਾਨ ਹਨ ਵੀਥੇ ਲਕਿੰਸਤ ਲੋਘੇ ਮੇਲਈ ਦੇ ਮਭੈਰ ਦੀ ਿਰੁ ਿਖੋਣ ਮਸਕ ਹੈ ਵੀਕਿੰਨ ਿਰਤਕ ਆਿੰਲੀ, ਕਢਆਨੋਗਰ ਬੇਰ ਜੀਸਟਰੇ, ਫਰਮਸੇ ਿਘੇ ਚਮੇਰ ਸਲੇਠ, ਹਿੰਲੀ ਿਰਕੁ ਅਤੇ ਕਢ ਰਕਿਲੇ ਸਥਨ।

ਮਸਕ ਬਮਭੈ ਕੀਲਣ ਨੂੰ ਰੋਕਣ ਲਈ ਸਭ ਸਭ ਿ, ਸਰਕੋ ਕਦੁ ਿਏਕ ਿਸ ਦੁਬ ਨਹੀਰਨ।



ਆਪਣੇ ਮਸਕ ਦੋ ਿਘੇ ਠੇਕੀ ਠੇਕੀ ਕਰਕੇ ਚਮੇਰ ਕਰੋ ਿਣਕਰੀ
alberta.ca/masks



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



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 2-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 doorknobs
- 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

Additional Resources: Transportation

For all modes of transport, students should 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 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, 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.

Hotel Shuttles

Several airport hotels offer courtesy shuttle service. Customer pick up is located on the Arrivals Level, across the roadway at Bus Bays 16, 17, and 37. The InfoCentres located throughout the Domestic and International terminals will retain a list of hotel names and phone numbers along with a courtesy phone for hotel guests to request a shuttle.

Access to Bus Bays 16 & 17, please use Door 4.

Access to Bus Bay 37, please use Door 16.

Taxi

- [Associated Cab](#)
 - Tel: 403-299-1111
- [Calgary United Cabs](#)
 - 403-777-111
- [Checker](#)
 - 403-299-999

Additional Resources: Delivery of necessities required for the 14-day mandatory quarantine period

Grocery Delivery Services

- [Authentic Desi Store and Convenience](#)
- [CalgaryGrocery.ca](#)
- [Real Canadian Superstore](#)
- [Safeway](#)
- [Save-On-Foods](#)
- [Sunterra Market](#)
- [T & T Supermarket](#)

General Products and Electronics Delivery

- [Amazon](#)
- [Best Buy](#)
- [Canadian Tire](#)
- [Costco](#)
- [Staples](#)
- [Walmart](#)

Meal Delivery

- [Door Dash](#)
- [Skip the Dishes](#)
- [Uber Eats](#)

Pharmacy Delivery

- [Calgary Coop](#)
- [London Drugs](#)
- [Rexall](#)
- [Safeway](#)
- [Sandstone Pharmacies](#)

Laundry Service

- [Avalon Cleaners](#)
- [Lux Laundromat](#)
- [My Easy Laundry Calgary](#)
- [Tower Cleaners](#)

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 enrol themselves for Alberta Health Care Insurance when they arrive and establish a residence in Alberta, registration is not automatic. For specific details on Alberta Health Care Insurance benefits and how to register please refer to the website health.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 and post-diploma programs. This insurance is mandatory and included in tuition and fees every semester. For more information on Extended Health Care coverage, click [here](#).

[Guard.me International Insurance](#) confirms that their student insurance policy provides full medical coverage against COVID-19, including during the period of quarantine.)

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, ear aches, 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](#) 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.

The screenshot shows the Medimap website interface. At the top, there is a search bar and navigation tabs for "For Patients", "For Providers", and "Clinic Portal". The main area is a map of Calgary, Alberta, with various walk-in clinic locations marked with colored pins and labels. A sidebar on the left lists several clinics with their names, addresses, and estimated travel times. The clinics listed are:

- Downtown Medical Clinic - Calgary**: 5 MINS, 918 Avenue SW • 1.5 km. Today • 1:00 AM to 3:00 PM.
- MCI The Doctor's Office - Midtown**: 0 MINS, 8115 11 Avenue South West • 2 km. Today • 9:00 AM to 6:00 PM.
- Fuj Medical Clinic**: 20 MINS, 11 Avenue SW, Suite 1219 • 2 km. Today • 1:00 PM to 5:00 PM.
- Forest Lane Medical Clinic**: 0 MINS, 3005 17 Ave SE • 5 km. Today • 10:00 AM to 5:00 PM.
- Crescent Medical Centre**: 0 MINS, 923 37 Street SW • 4 km. Today • 10:00 AM to 2:45 PM.
- Health Watch Medical Clinic - Chinook**: 0 MINS, 100 109 - 5809 Macleod Trail SW • 6 km. Today • 12:00 PM to 4:00 PM.
- Medical Centre**: 10 MINS, 1111 17 Avenue SW • 6 km.

The map shows various other locations marked as "Walk-in Closed" or "Walk-in" across the city, including areas like University Heights, St. Andrew's Heights, Hillhurst, and Sunnyside.

Mental Health

Support services (counsellors, learner wellness advisor, learner success advisors, learning navigators, peer wellness mentors) 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 emphasised.

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 their 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

Please email counselling@bowvalleycollege.ca to set up a 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.

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.

Counselling team

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

Counselling appointments

Drop-in appointments

Thirty-minute drop-in appointments are available daily, but these can only be booked on the day that you need to see someone (they cannot be booked in advance). These appointments often get booked fast, so come early (8:00 a.m.) to make sure you get a spot.

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.

How to reach us

Video

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

Email

counselling@bowvalleycollege.ca

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 am – 5 pm
 - 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 <https://chat.fn-i-hopeforwell>
- Calgary Women's Emergency Shelter
 - 24/7 family violence helpline – 403-234-SAFE (7233)
 - Support from trained counsellors in dozens of languages

Bow Valley College Emergency Contacts

Derek Lemieux, Director International Education

dlemieux@bowvalleycollege.ca

Phone, Text, WhatsApp: 403-462-4236

Tahira Ebrahim, Manager Global Engagement

tebrahim@bowvalleycollege.ca

Phone, Text, WhatsApp: 403-473-4248

Masoud Paydar, Manager Global Relationships

mpaydar@bowvalleycollge.ca

Phone, Text, WhatsApp: 403-831-4585