



International Student Arrival Guide

Spring 2024



DATE	IMPORTANT START-UP ACTIVITIES
January 27 - 28	Arrival dates for second semester students
January 29	Orientation & English assessment for new students
January 30	First day of Semester 2
June 24	Last day of instruction for Semester 2
June 25 - 27	Departure dates for students



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International Education Contact Information



Emergency Phone Line: +1-250-801-5684

Monitored 24 hours a day by one of our staff members

Central Okanagan International Education

1040 Hollywood Road, Kelowna, BC, Canada V1X 4N2

Phone: (01) 250-470-2258

Email: international.education@sd23.bc.ca

Website: www.internationaleducation.ca

Fax: (01) 250-870-5188

Office Hours: 8:00am – 4:00pm



Emergency Phone: 250-801-5684

International Office: 250-470-3258

Study/Insured Medical Assistance &
Mental Health Support Line:

1-866-883-9787



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Introduction and Program Calendar

We look forward to welcoming you to the Central Okanagan Public School District. Our staff continues to prepare for your arrival. We hope you are excited to start your new adventure very soon.

Our top priority is the health and safety of our students, host families, schools, and communities. Please take some time to review the travel and arrival information in this package. To ensure a smooth trip, it is important that students follow the protocol.

We look forward to hosting you in the beautiful Central Okanagan.

Central Okanagan International Education Program Dates 2023 - 2024



DATE	EVENT
August 28 - 30	Suggested arrival dates
August 31 - September 1	School Orientation & English assessment for new students
September 4	Statutory Holiday - Labour Day - office and schools closed
September 5	First day of school - half day session
September 12	Welcome Event at Green Bay (program orientation)
October 2	Statutory Holiday - National Day of Truth and Reconciliation - office and schools closed
October 9	Statutory Holiday - Thanksgiving - office and schools closed
November 13	Statutory Holiday - Remembrance Day - office and schools closed
December 23 - January 7	Winter break - school closed
December 25 – January 1	Office closed
January 8	First day of classes after Winter Break
January 25 -26	Departure dates for first semester students
January 26	Last day of Instruction for semester 1
January 27 - 28	Arrival dates for second semester students
January 29	Orientation & English assessment for new students
January 30	First Day of Semester 2
February 19	Civic Holiday - Family Day - office and schools closed
March 16 - April 1	Spring Break - school closed
April 2	First day of classes after Spring Break
May 20	Statutory Holiday - Victoria Day - office and schools closed
June 24	Last day of instruction for semester 2
June 25 - 27	Departure dates for students



COVID-19 Travel - Emergency border measures have ended as of October 1, 2022

- Proof of COVID-19 vaccination is **not required**
- COVID-19 pre-entry and arrival tests are **not required**
- Quarantine after you enter Canada is **not required**
- Using ArriveCAN is **not required**
 - To save time at the border, you can still use ArriveCAN to complete your customs and immigration declaration before flying into Canada. Download the [ArriveCAN](#) app
- Health checks to board planes and trains are **not required**
- Wearing masks on planes and trains is **not required, but recommended**

If you have symptoms of COVID-19, you should not travel to Canada – reschedule.

Pre-Departure

Communication & Relationship Building

Contact your host family to get to know each other. A video chat using Zoom or Skype is a good way to do this. Remember to exchange emails and cell phone numbers with your host family.

Enter the International Education Emergency Number into your cell phone:

+1-250-801-5684



Packing your Carry-on Luggage

Include the following in your carry-on bag:

- A copy of this document
- Passport
- Custodianship Documents
- Letter of Acceptance
- Letter of Introduction or Study Permit
- Host Family Profile with contact information
- Face mask and hand sanitizer
- Snacks
- Smart phone and charger
- Change of clothes, prescription medication (if needed).





Best Practices for Airport and Flight

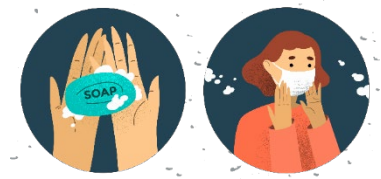
Be Early

Airports have been busy. Please arrive early to allow plenty of time to check-in and go through security.



Practice Good Hygiene

It is recommended to wear a mask.
Wash your hands frequently.



Stay Connected

Keep your cell phone charged in case you need to contact your host family. Free wi-fi is available in all Canadian airports.



Flight Changes

Students are asked to contact our **Emergency Phone line** **+1-250-801-5684** if their arrival time changes or if they need any assistance during their travels. Students should also contact their homestay family if their arrival time at the Kelowna International Airport is changed.



Arrival in Canada – step by step

1. Contact your host family when you land in Canada.

- Let your host family know you have arrived.
- Update your expected arrival time in Kelowna.
- Airports have free wi-fi or activate your PhoneBox sim card in advance.



2. Have documents ready to show the immigration officer.

- Passport
- Letter of Acceptance
- Custodial Declaration
- ArriveCAN App receipt (if you choose to use ArriveCan)
- Host family profile
- Letter of Introduction from Government of Canada (Study Permit approval letter)



3. **Very important:** Get your Study Permit processed at immigration at your first Canadian Airport. Students staying in Canada longer than 6 months must have a Study Permit. After speaking with a border services officer, take your Letter of Introduction (study permit approval) to the immigration office for processing.

This can only be done at your first Canadian Airport.

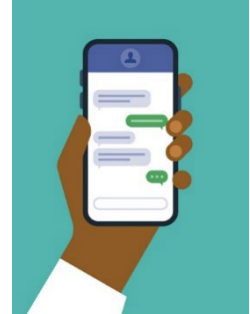


4. Find the gate to your connecting flight.





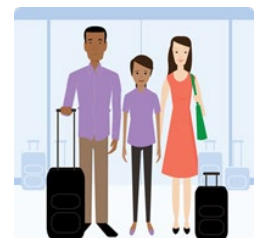
5. Contact your host family if there are changes to your arrival time.



6. Board your flight to Kelowna - your new home in the Central Okanagan.



7. Meet your host family at the Kelowna Airport (YLW).
Your host family will be at the airport to welcome you.



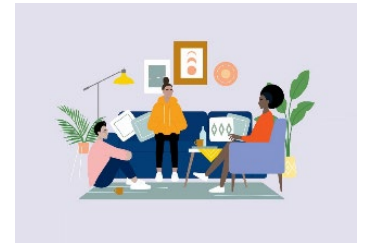
Missed a flight? Please contact your host family or call the emergency line **1-250-801-5684**



After Arrival - What To Do

Get To Know Your Homestay

Get to know the members of your host family as well as the rules and routines of your home. Be sure to learn how to properly use the kitchen, washroom and laundry facilities. Have some fun!



Stay Connected

Let your homestay family know if you need anything. Check with your host family to make sure you have access to wi-fi. Contact your friends and family. It is important to check your email regularly for school and program updates.



Look In Your Welcome Bag

At the airport you will receive a Welcome Bag. Please look for;

- Things to do in the Central Okanagan during your first weeks
- Arrival week activity – Beach rental of paddleboard, water bike, etc.
- Monthly activities to look forward to during the year
- Optional sightseeing trip offerings for 2023/24
- SIM card from PhoneBox



Student Responsibilities

To keep you and your host family safe, it is important that you practice good hygiene. Some examples are washing your hands often, showering every day, cleaning the bathroom after using it, covering your mouth and nose with your elbow when you cough and sneeze.



Stay Healthy at School – Mental Wellness Phone Line

You have 24-hour access to our on-line counselling program -provides counselling in multiple languages. **1-866-883-9787**

This program has trained counsellors who understand cultural differences and specialize in working with international students.





WHAT TO BRING

- Clothing for four seasons. Packing for all seasons is important. Students will have time to shop throughout the year if they need to purchase winter clothing.
- Athletic shoes and gym strip for Physical Education classes.
- Swimsuit for indoor and outdoor water activities
- Prescription medicine (if applicable)
- Basic school supplies
- Cell phone – you will need a Canadian cell number

CELL PHONE PLANS

You must have a phone number that is free to use (and free for others to call you) in Canada.

There is an option for students to obtain a Canadian phone number and mobile phone plan prior to arrival. Alternately, sim cards from PhoneBox will be in the student welcome bags they receive at the airport upon arrival for those that would like to use the service. <https://try.gophonebox.com/newarrivals/>



ORIENTATION

Your homestay coordinator and school will provide orientation in the first few days you arrive. These dates will be communicated by your homestay coordinator.

GETTING READY FOR SCHOOL

SCHOOL SUPPLIES

Most courses do not require any special school supplies. Students will need basic supplies such as lined paper (8 ½" x 11" with 3 holes), 3 ring binders, notebooks, pens, pencils, a calculator, an eraser, and a ruler. Students will also need athletic shoes and clothing for PE classes. Teachers will inform their students of any special supplies that are required on the first day of classes.

FIRST DAY OF SCHOOL

The first day of Semester 2 is Tuesday January 30th. Buses run as scheduled in the morning and depart the school after early dismissal. Your homestay family will help you with how to get to school the first day and finding your bus stop.



STAY INFORMED

GET TO KNOW YOUR SCHOOL WEBSITE

Get familiar with your schools website. The websites have a lot of useful information about your school. For your first days, you will want to know the bell schedule and block rotation of your classes. Your school website can be found on the [district school directory](#).

CHECK YOUR EMAIL REGULARLY

After arrival, important program information is sent to the students email entered in the application. Students should check their email daily so they do not want to miss out on information about activities, sightseeing trips, skiing/snowboarding, and many other opportunities.



INSTAGRAM

Follow us on Instagram [@okgn23world](#)





OTHER INFORMATION

WEBSITE

Our website has a lot of information that students will find helpful. Students are encouraged to visit our website to access the calendar, forms and announcements. Our student handbook is also posted on our site.

[Main page](#)

[Student Page](#)

[Program Activities](#)

[Community Activities](#)

[Medical Insurance](#)

[Student Handbook](#)

[Student Expectations](#)

[Program Calendar](#)

MEDICAL INSURANCE

Student will receive medical insurance through Study Insured. Student medical cards and policy number are sent by email from Study Insured. Students will also be given an envelope with this information printed upon arrival in Kelowna.

For detailed coverage information – [Medical Insurance](#)



Additional services available to our students through Study Insured.

- **Virtual Health Service** – Licensed doctor available by secure video chat.
- **Stay Healthy at School** – In person, video or phone mental health counselling. available in 180 languages.

OTHER RESOURCES

Vancouver Airport Travel Planning: <https://www.yvr.ca/en/passengers/travel-planning>

Vancouver Airport - Connections Map: <https://www.yvr.ca/en/passengers/navigate-yvr/terminal-maps>

Kelowna Airport: FAQ: <https://ylw.kelowna.ca/passengers/frequently-asked-questions>



Travel and Arrival Protocol Checklist

Pre-Departure

- Contact host family
 - Introduce yourself
 - Discuss expectations
 - Make sure they have a current photo
 - Provide arrival information and exchange contact information (cell & email)
- Optional: Download the [ArriveCAN](#) app and complete tasks at least 72 hours before arrival.
- In carry on, pack the following:
 - Passport and study permit
 - Custodianship documents/Letter of Acceptance
 - Letter of Introduction (study permit approval) – if staying more than 6 months
 - Host family profile and contact information
 - Copy of this document (Student Arrival Guide)



Airport and In-Flight

- Wear a mask (recommended)
- Wash hands frequently or use hand sanitizer
- Keep cell phone charged



Arrival in Canada

- Contact host family and confirm pick up point.
- Have all documents ready to proceed through immigration.
- Get your Study Permit processed** at Immigration first port of entry (if applicable – you are staying longer than 6 months).

Arrival in Kelowna

- Meet your homestay family and International Education staff.
- Get your Welcome Bag.
- International Education staff to scan your Study Permit (if you need one).

In Homestay

- Your homestay family will provide you with food, a comfortable room, and Wi-Fi access.
- Get to know your homestay family.
- Learn the rules and expectations of your homestay.
- Stay connected with friends, family, and homestay coordinator.
- Practice good hygiene, monitor your physical and mental well-being. If you are not feeling well, let your host family know.
- Check your email daily for information from our program.
- Ask for help from your host family or homestay coordinator if you need it.

