

Together We Learn



**Central Okanagan
Public Schools**

International Education



Arrival Guide



Central Okanagan Public Schools

International Student Program

September 2024

Arriving to the Central Okanagan



September 2024

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.

Please take some time to review the travel and arrival information in this package. To ensure a smooth trip, it is important that you follow the outlined guidelines.

We are excited to host you in the beautiful Central Okanagan.

Contact Information

Central Okanagan Public Schools International Education Program

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

Phone: +01 250 470 3258

Email: international.education@sd23.bc.ca

Website: internationaleducation.ca

Instagram: @okgn23world



Emergency Phone Line (in Canada)



1 250 801 5684

Monitored 24 hours a day by staff members

International Education Program Administrators



Wynter Oakes
District
Vice-Principal



Elisé Saraceni
Director of
Instruction



Violeta Malfair
Director of
Instruction



Raquel Steen
Assistant
Superintendent



Homestay Coordinators



**Wendy
 Burrige**
 RSS
RMS, SMS



**Masao
 Matsubara**
 OKM
CMS



**Lori
 McPhail**
 MBS
CNB, GMS



**Nathalie
 Messent**
 GES, KSS
DRK, KLO, HMS



**Ariana
 Pastora**
*Supports all
 schools*

Important Start-Up Activity Dates

August 26 – 28, 2024	Recommended arrival dates
August 28, 2024	Orientation for students attending: <ul style="list-style-type: none"> • DRK - Dr Knox Middle
August 29, 2024	Orientation for students attending: <ul style="list-style-type: none"> • CMS - Canyon Falls Middle • GES - Geroge Elliot Secondary • HMS - HS Grenda Middle • OKM - Okanagan Mission Secondary • RMS - Rutland Middle • RSS - Rutland Secondary • SMS - Springvalley Middle
August 30, 2024	Orientation for students attending: <ul style="list-style-type: none"> • CNB – Constable Neil Bruce Middle • GMS – Glenrosa Middle • KLO – KLO Middle • KSS – Kelowna Secondary • MBS – Mount Boucherie Secondary
September 3	First day of school – students attend morning only
September 11	Welcome Event at Green Bay

Program Dates for 2024/2025

DATE	EVENT
Aug. 26 – 28	Suggested arrival dates for students
Aug. 29 / 30	Orientation & English assessment for new students
Sep. 2	Labour Day - office and schools closed
Sep. 3	First day of school - half day session
Sep. 11	International Student Welcome Event
Sep. 30	National Day of Truth & Reconciliation – office and schools closed
Oct. 14	Thanksgiving – office and schools closed
Nov. 11	Remembrance Day – office and schools closed
Dec. 21 – Jan. 5	Winter break - school closed
Dec. 23 – Jan. 2	Office closed
Jan. 6	First day of classes after Winter Break
Jan. 22	Last day of instruction for Semester 1
Jan. 23 – 24	Departure dates for first semester students
Jan. 25 – 26	Arrival dates for second semester students
Jan. 27	Orientation & English assessment for new students
Jan. 28	First day of Semester 2
Feb. 17	Family Day - office and schools closed
Mar. 15 – 30	Spring Break - school closed
Mar. 31	First day of classes after Spring Break
Apr. 18 / Apr. 21	Good Friday / Easter Monday - office and schools closed
May 19	Victoria Day - office and schools closed
Jun. 25	Last day of school
Jun. 26 – 28	Suggested departure dates for students

Pre-Departure

Add Emergency Phone Line to Contacts in Phone



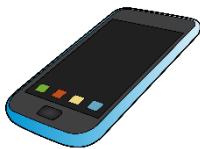
- Enter the International Education Emergency Phone Line number into your cell phone contacts:

1 250 801 5684



- This number is monitored 24 hours a day by staff members who can help.

Cell Phone in Canada



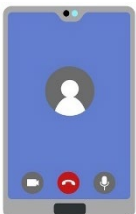
- You must have a phone number and plan that is free for your family in Canada and the Program to contact you while you are here.
- You must be reachable when you are not on a Wi-Fi network.
- You arrange for a Canadian phone number & plan before arriving.



PhoneBox™ (one option)

- You will have the SIM card fee waived if choose to register for a phone plan through PhoneBox™ <https://welcome.gophonebox.com/studyinsured/>
- Set up a mobile phone plan in August and get an eSIM after receiving the email with your insurance policy information from StudyInsured™.

Connect with your Family in Canada



- Contact your Canada family to get to know each other.
- Discuss expectations (yours and theirs).
- A video chat using What'sApp, Facetime, Zoom or Teams is a good way to do this.



- Exchange emails and cell phone numbers with them so you can update them during your travel here.

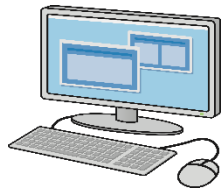
Medical Insurance

You will receive medical insurance through StudyInsured™.

studyinsured™



- Your medical wallet card and policy number will be sent to your email the month before you begin your program.
- You will also receive copy of this information after arriving in Canada.
- Detailed coverage information can be found here - [Medical Insurance](#).



- Additional services are available to students through StudyInsured™.
 - **Virtual Health Service** – Licensed doctor available by secure video chat.
 - **Stay Healthy at School** – Mental health counselling offered in person, by video, or by phone. Available in 190 languages.

What to bring to the Central Okanagan

- Cell phone
- Clothing for four seasons
 - You will have time to shop throughout the year if you need to purchase winter clothing
- Athletic shoes and gym clothing for Physical Education classes
- Swimsuit for water activities
- Prescription medication (if applicable)



Packing your Carry-on Luggage

Include the following in your carry-on bag:



This document



Your passport



Address and name of the family you will be living in Canada



Letter of Acceptance



Letter of Introduction
 (from Government of Canada)
 (if applicable)



Custodianship Declaration



Phone and charging cord



Prescription medication
 (if applicable)



Change of clothes



Power plug travel adapter (if applicable)



Snacks



Airport and Flights



Be Early

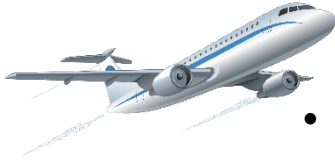
- Arrive early to allow plenty of time to check-in and go through security.



Stay Connected

- Keep your cell phone charged in case you need to contact the International Program or your Canadian family.
- Free Wi-Fi is available in all Canadian airports.

Flight Changes



- Contact our Emergency Phone Line **1 250 801 5684**:
 - If your flight time changes to Kelowna International Airport.
 - If you need any assistance during your travels.
- You should also contact your Canadian family if your arrival time to Kelowna International Airport changes.

Canadian Airport Maps

YLW Kelowna International Airport Terminal Map

https://ylw.kelowna.ca/sites/default/files/file/kelowna_airport_2024_terminal_map.jpg

YYC Calgary International Airport Terminal Map

<https://www.yyc.com/en-us/at-the-airport/terminal-maps>

YYZ Toronto Pearson Airport Terminal Map

<https://www.torontopearson.com/en/while-you-are-here/terminal-maps>

YVR Vancouver International Airport

<https://www.yvr.ca/en/passengers/navigate-yvr/terminal-maps>

Arrival in Canada – Step by Step

1. Have documents ready when entering Canada (at your first Canadian airport).
 - Passport
 - Letter of Acceptance
 - Letter of Introduction from Government of Canada, the Study Permit approval letter (if applicable)
 - Custodial Declaration
 - Address that you will be living at when in Canada



2. Speak with a Border Services Officer to indicate the purpose for your arrival in Canada.

"I have been accepted into the Central Okanagan International Education Program."

"I will be studying at [*name of school*] from Sept. 3rd 2024, until [*your program end date*]."

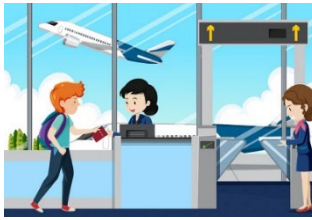


Very important: Students staying in Canada longer than 6 months **MUST** have a Study Permit.

3. With approval from the Border Services Officer, proceed to the Immigration Office with your Letter of Introduction from the Government of Canada.
 - Get your Study Permit processed **AND** printed.
 - This **MUST** be done at the first Canadian Airport you arrive at.



4. Find the gate to your connecting flight.



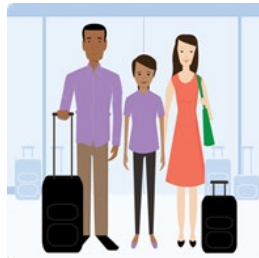
5. Contact the Emergency Phone Line **1 250 801 5684** and your Canadian family if there are any changes to your arrival time at Kelowna International Airport.



6. Board your flight to Kelowna International Airport - your new home as a student in the Central Okanagan International Education Program.



7. If you are in our homestay program, **YOU WILL BE MET BY YOUR HOST FAMILY** and International Education staff at the airport.



Missed a flight? Please call the Emergency Phone Line **1 250 801 5684**.

After Arrival - What to Do

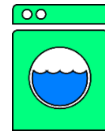
Stay Connected

- Check to make sure you have access to Wi-Fi.
- Contact your parents to let them know you arrived safely.



Get To Know Your Canadian Family

- Get to know the members of the family you are living with.
- Discuss the rules, expectations, and routines of your home.
- Be sure to learn how to properly use the kitchen, washroom, and laundry facilities.
- Have fun!



Unpack

- Unpack your belongings and get comfortable.
- Your room should have a desk, chair, bed, bedding, lamp and closet or dresser.
- Let your Canadian family know if you need anything.



Look In Your Welcome Bag

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

- Some snacks to enjoy after your trip.
- Arrival week activity information – beach rental of paddleboard, water bike, etc.
- Optional sightseeing trip offerings for 2024/2025.
- Monthly activities to look forward to during the year.
- Things to do in the Central Okanagan during your first weeks.



Talk to your Supports

- Let your Homestay Coordinator know if you need anything.
- If you are feeling homesick talk to your host family, homestay coordinator, or contact your agent.



Keep up with Program and School Information

- Check your email regularly for important information.
 - Program information is sent to the email you listed in your application.
 - Make sure you do not miss information about:
 - Activities & sightseeing trips
 - Skiing/snowboarding opportunities
 - Many school & program updates.



New International Student Orientation

Date	Time	School
Wed. Aug. 28 th	9am – 3pm	DRK
Thurs. Aug. 29 th	9am – 2:30pm	RSS, RMS, SMS
	9am – 3pm	OKM, CMS
	9am – 3pm	GES
Fri. Aug. 30 th	9am – 3pm	KSS, KLO
	9am – 3pm	MBS, GMS

- Canadian families will help you with your transportation to and from the school.
 - School buses will not be running on these days.
- Please arrive at least 10 minutes before orientation begins.
- When arriving at the school, enter through the main doors.
 - Your homestay coordinator will be there to check you in.
- Lunch and snacks will be provided.
- Class schedules will be provided during orientation.
- Dress in comfortable school appropriate clothing so you can participate in activities.
- Some students will also complete their English Assessment on this day (if convalidating, graduating, or requiring special documentation).



First Day of School

- The first day of school is Tuesday September 3rd.
- This is a half day (morning only).
- School buses run as regularly scheduled in the morning.
 - Buses will depart the school after early dismissal.
- School in Canada for middle and high school students typically begins at 9am.



School Supplies

- You can bring supplies with you or buy them in Canada.
- Most courses do not require any special school supplies.
 - Teachers will inform you on the first day of classes about any special supplies that are required for their class.
 - You will have time to purchase these supplies before needing them in class.



Check your Email Regularly

- Important program information is sent to the email you entered in your application.
- While in Canada you should check your email daily.
 - You do not want to miss out on information about activities, sightseeing trips, skiing/snowboarding, and many other opportunities.



Instagram

Follow us on **Instagram**: @okgn23world



International Education Website

Website: internationaleducation.ca



You are encouraged to visit our website to access:

- Medical Insurance
- Travel Request Forms
- Student Handbook
- Program Dates
- Information about:
 - Monthly Program Activities
 - Big White Season Pass and Ski Shuttle Information
 - Central Okanagan Community offerings and more.

studyinsured™



Check out your School Website

- Your school website has a lot of useful information about your school.
- It will list the bell schedule and block rotation of your classes.
- Your school website can be found on the district [School Directory](#).



Travel and Arrival Checklist



Pre-Departure

- Add the Emergency Phone Line to your contacts in your phone.
- Register for a Canadian cell phone number.
- Contact the family you will be living with in Canada and introduce yourself.
 - Make sure they have a current photo of you.
 - Provide arrival information and exchange contact information (cell phone & email).
- Pack the following in your carry-on bag:
 1. Passport
 2. Documents for the Canadian Border:
 - a) Letter of Acceptance
 - b) Letter of Introduction from Government of Canada (if staying more than 6 months)
 - c) Custodianship Declaration
 - d) Address you will be living at when studying in Canada.
 3. Your StudyInsured™ policy number
 4. Prescription medication (if applicable)
 5. Phone, charging cord, and power pug travel adapter (if applicable)
 6. Copy of this ARRIVAL Guide



At the Airport and In-Flight

- Arrive early for your flights.
- Keep cell phone charged.



Arrival in Canada

- Have all documents ready to proceed through Border Services.
- If staying longer than 6 months proceed to Immigration Office.
Get your Study Permit processed AND printed.
- After entering Canada, if you experience any delays or have difficulty during your travel, call:
1 250 801 5684



Arrival in Kelowna

- If you are in our homestay program, **YOU WILL BE MET BY YOUR HOST FAMILY** and International Education staff at Kelowna International Airport.
 - International Education staff will take a copy of your Study Permit.
- Receive your Welcome Bag.

Arrival in your Canadian Home

- Look through your Welcome Bag.
- Get to know your Canadian family.
 - Go through the rules and expectations of your home.
- Unpack your belongings.
- Stay connected.
 - Get set up with Wi-Fi access.
 - Connect with friends and family.
- Check your email daily for information from our program.
- Let your Canadian family or your Homestay Coordinator know if you need help or support.

