

# Student Arrival Package

Everything you  
need to know to  
make your  
experience a  
success



**RICHMOND**  
INTERNATIONAL EDUCATION

ENRICHING GLOBAL MINDS

# Topics

- Expected Timeline - Summer
- Pre-Arrival Communication with your homestay
- Airport before and after arrival
- Airport Pick Up
- Getting comfortable in Richmond
- Etiquette rules of everyday life
- Medical Insurance
- Seeing a Doctor
- Emergency Protocol
- Arrival Checklist

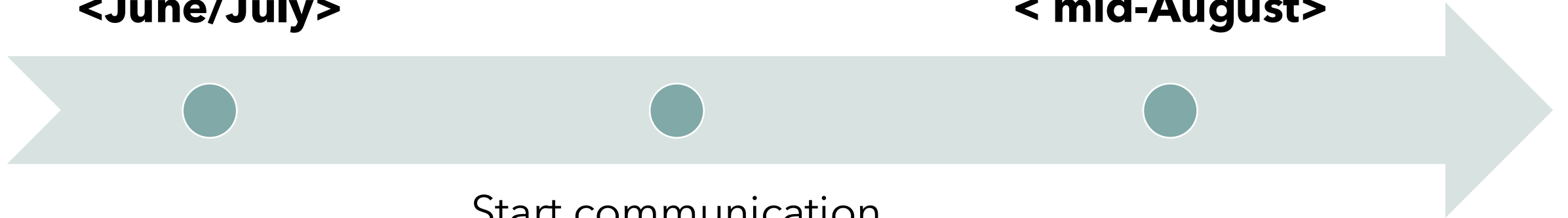


# Expected Timelines - Summer

Receive  
Homestay Profile  
**<June/July>**

Confirm arrival  
arrangement with  
your host family  
**< mid-August>**

Start communication  
with your host family  
**<July/early August>**



# Pre-Arrival Communication with Your Host Family

## How to start communicating effectively

- Send an email to your host family to introduce yourself and set up a time to talk
- A video chat (via Google Meet, FaceTime, Zoom or Skype) is a good way to connect with your host family
- Have a list of simple questions you'd like to ask
- Exchange phone numbers and email addresses
- Connect with your host family on a Messaging App (Facebook Messengers, WhatsApp, WeChat etc.)

\*Some host families travel during the summer and may not get your message right away. It's also possible that your message has gone to their junk folder. Contact us/your agent if you don't hear from them within 14 days.

## One month before arrival

- Confirm your flight details with your homestay
- Confirm a pick-up location at the airport
- Confirm the communication process after landing (via WhatsApp, text message, phone call etc.)

## One week before arrival

- Have your homestay number, address and name written down
- Reconfirm the final details with your homestay (Flight #, Arrival date and time, pick-up location, how to contact upon arrival)

## Day before arrival

- Send a brief message to your homestay to confirm that everything is proceeding, as planned

# Airport – Before and After Arrival

## Before Arrival

- Ensure you know what to expect at Customs and that you have all necessary documents
- Communicate with your homestay in advance. The study permit process can sometimes take a few hours.
- Make sure your phone is fully charged and carry a charger with you
- If you need a study permit, do not exit the arrival baggage area until you have it

## After Arrival

- If you encounter any issues at the airport, look for a Customer Care Staff wearing a blue jacket or a Green Coat Volunteer in a green vest/jacket. They will be able to assist you
- Free WiFi is available in the airport, as well as courtesy phones
- Be sure to promptly inform your host family if there are any unexpected delays or issues

# Airport –Pick-up International Terminal

Confirm a meeting point with your homestay before arriving in Canada.

## International Arrivals

There is a welcome area as soon as you leave the arrival lounge/immigration area. There will be a wooden art installation titled “Welcome Figures”. The **Public Passenger Pick up area** is just outside the doors behind the statues. Follow signs for “Ground Transportation” and walk across two crosswalks.

Welcome statues



Exit behind the statues



# Airport –Pick-up Domestic Terminal

Confirm a meeting point with your homestay before arriving in Canada.

## Domestic Arrivals

If you are arriving from another Canadian city, you will arrive in the Domestic Terminal. Pick up your luggage on Level 2 (follow signs) then go to the **Public Passenger Pickup** area on Level 1.



# Recommendations for the first few days

## Getting Settled

1. Introduce yourself and get to know the host family
2. Settle into your room. Keep your room clean and tidy
3. Familiarize yourself with the layout of the house and note the location of emergency exits
4. Discuss and understand the house rules, expectations or schedules of your homestay
  - Curfew
  - Quiet hours
  - Meals / Meal times
  - Bedrooms
  - Laundry
  - Bathrooms / Shower time
  - Internet / WiFi
  - Household chores
5. Communicate with your host family about any dietary restrictions, allergies or food preferences
6. Discuss with your homestay about how breakfast and lunch will be prepared. It is common for Canadian teenagers to make these meals themselves
7. Learn your commuting route to and from school  
Purchase a transit pass, if needed
8. Understand, respect and be open to learning about cultural norms and practices



# Etiquette Rules for Everyday Life (Home / Heating and Lights)

Home	Heating and Lights
<ul style="list-style-type: none"><li>• Take your shoes off at the front door</li><li>• Keep your room and bathroom clean and tidy</li><li>• Wash your hands with soap to maintain hygiene</li><li>• Clean up after yourself, keeping shared spaces tidy and organized</li><li>• Offer to help with simple household chores, such as washing dishes, setting the table, taking out the garbage and recycling etc.</li><li>• Lock the front door when you leave or return home</li><li>• Do not give house keys to anyone outside the household for security reasons</li></ul>	<ul style="list-style-type: none"><li>• Turn off the heat and lights when you are not in your room</li><li>• Do not leave windows open when the heating is on</li><li>• Set the temperature in your room to a comfortable and appropriate level</li><li>• The recommended temperature for winter months is between 18°C and 21°C</li><li>• Be mindful of energy and water consumption</li><li>• During cold weather, add an extra layer of clothing and use a blanket to stay warm</li></ul>

# Etiquette Rules for Everyday life (Food / Bathroom)

Food and Meals	Bathroom
<ul style="list-style-type: none"><li>• Be flexible and open to trying new foods</li><li>• Do not eat or bring food into your room</li><li>• Dinner times may be different from those back home. Respect the meal times set by your host family and make an effort to eat with your host family whenever possible</li><li>• Cooking is not allowed unless your host family is present</li></ul> <p><u>Breakfast:</u> Students typically prepare their breakfast (toast, cereal, bagel, juice, fruit or yogurt etc.)</p> <p><u>Lunch:</u> Your host family may pack your lunch or ask you to prepare your lunch (sandwiches, leftovers, fruit or cookies etc.)</p> <p><u>Dinner:</u> The largest meal of the day (rice, pasta, pizza, noodles, meat, fish, vegetables etc.)</p>	<ul style="list-style-type: none"><li>• Do not flush anything except for toilet paper in the toilet</li><li>• Do not put an excessive amount of toilet paper in the toilet</li><li>• Notify your homestay immediately if the toilet is not flushing or is clogged</li><li>• Typically, Canadians shower once a day for between 10 to 15 minutes. Hot water is limited and not free in Canada.</li><li>• Ensure the shower curtain is placed inside the bathtub</li><li>• Make sure to turn on the bathroom fan when showering</li><li>• Be mindful of other family member's shower schedules and the shared use of the bathroom</li><li>• Remove hair from bathtub after shower</li><li>• Wipe the counter after using the sink</li></ul>

# Etiquette Rules for Everyday Life (Laundry / Communication)

Laundry	Communication
<ul style="list-style-type: none"><li>• Laundry is typically done once a week</li><li>• Wait until you have a full load of clothes before doing your laundry to conserve water and energy</li><li>• Follow the washing instructions provided by your host family, including settings for the washing machine and dryer</li><li>• Your bed linen and towels should be washed regularly</li><li>• Do not hang wet clothes in your room or closet</li><li>• Wear appropriate clothing (such as a T-shirt and pants or shorts) when moving through common areas of the home, including after a shower. Avoid walking around in just a towel or underwear.</li></ul>	<ul style="list-style-type: none"><li>• Be polite and respectful. Understand respect can be different depending on where you are from</li><li>• Always remember to use “please” when making a request and “thank you” when receiving help from others</li><li>• Make sure your host family is aware of your whereabouts at all times</li><li>• Communicate at reasonable times - do not text your host late at night or early in the morning</li><li>• Let your host family know where you are going, who you are with, and when you will be home</li><li>• Notify your host family ahead of time if you won't be home for dinner</li><li>• Participate in family activities and meals whenever possible</li></ul>

# Etiquette Rules for Everyday Life (Miscellaneous)

## Miscellaneous

- Damage - If you cause damage to the homestay property, be honest and inform the homestay immediately. The repair costs need to be covered. In some cases, insurance is available for this.
- Visitors - Ask for permission from your host family before inviting any guests, such as friends or classmates, to the home.
- Scent-free policy - All schools in Richmond have a scent-free policy. Be considerate of others by not wearing perfume, cologne, or other fragrances to school.
- Safety - No drugs, alcohol consumption or possession, smoking, vaping or driving. No smoking or vaping in your homestay or on school property.
- Travel - for any overnight stay, including sleepovers within Metro Vancouver, as well as travel outside the Lower Mainland, a form needs to be completed and submitted to RIE ([study@sd38.bc.ca](mailto:study@sd38.bc.ca)) at least a week prior to the event.
- Punctuality - Arrive on time at school and attend classes daily. Arrive home before curfew.

**Rules = Respect**

**If you break the rules, it may show your homestay you do not respect them.**

# Medical Insurance

You will always have medical insurance.

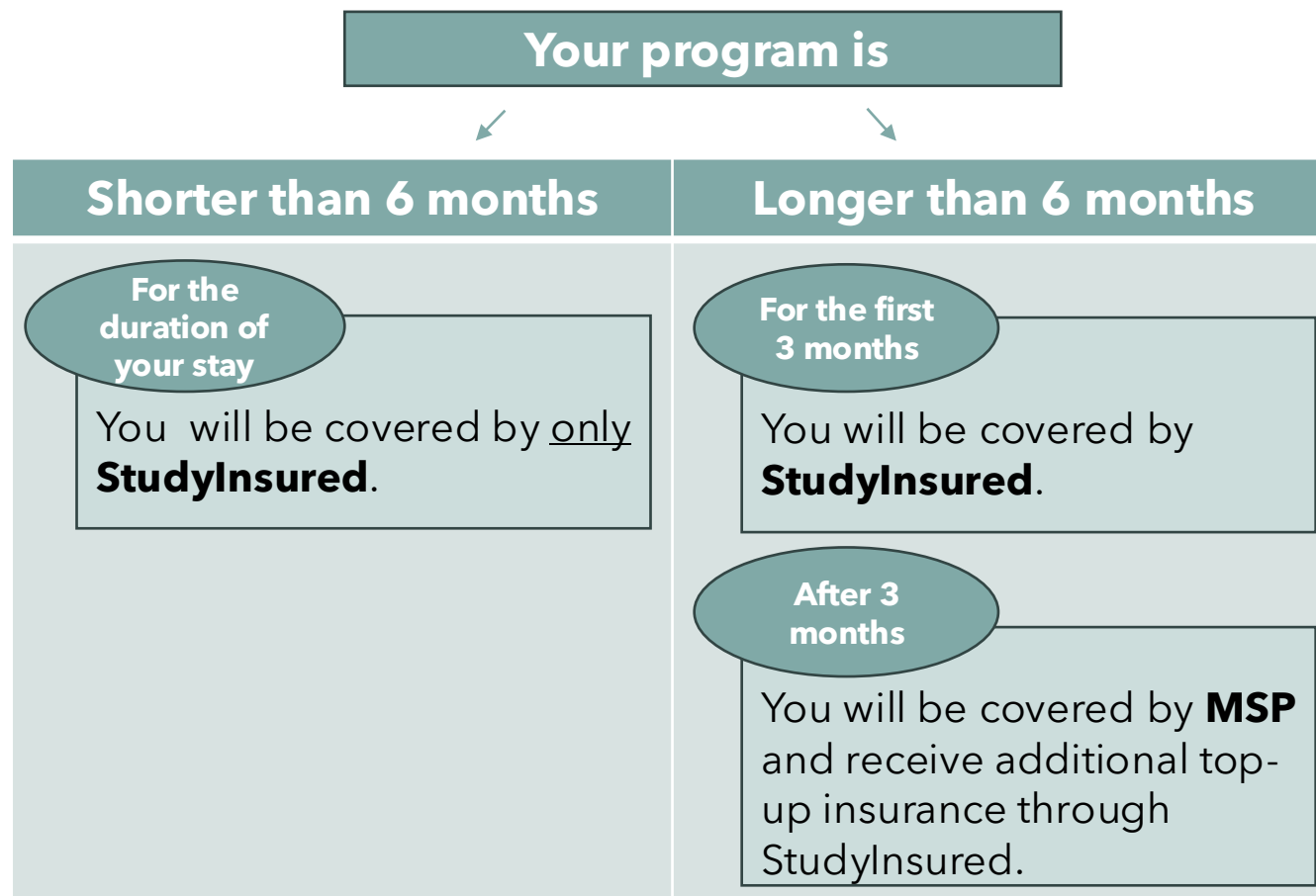
Private Health Insurance

**StudyInsured**

Public Health Insurance

**Medical Services Plan (MSP)**

- What type of insurance you have depends on how long you plan to stay in British Columbia.
- You, your parents and the agency will receive your medical insurance information during the summer.
- Coverage information is [found online](#) in multiple languages.



# Seeing a Doctor (in person)

## HOW TO GET MEDICAL ATTENTION

<b>NO</b> <b>IT'S NOT AN EMERGENCY</b>	<b>YES</b> <b>IT IS AN EMERGENCY</b>
<p><b>(Examples: Mild cold or flu, sore throat, bladder infection, rash, sinus infection)</b></p> <p>Options</p> <ul style="list-style-type: none"> <li>• Talk to your homestay. Sometimes rest is all you need.</li> <li>• Talk to a doctor online through StudyInsured. Available 24/7.</li> <li>• Call 811 (Nurses Hotline - free and open to everyone 24/7). They speak many languages.</li> <li>• Get an appointment with a pharmacist</li> </ul>	<p><b>(For life-threatening health conditions)</b></p> <ul style="list-style-type: none"> <li>• Call 911, or</li> <li>• Go to Richmond Hospital</li> </ul> <p>Going to a clinic or the hospital may require you pay up front <b>if you don't have MSP</b>. Please contact RIE to help with reimbursement.</p> <p>Visits to a clinic or hospital can cost between \$200 to \$1,375 (minimum) without MSP coverage.</p> <p>Students with MSP don't have to pay at the hospital.</p>
<p><b>NO</b>  <b>IT'S NOT AN EMERGENCY BUT REQUIRES PROMPT MEDICAL ATTENTION</b></p>	
<p><b>(Examples: Severe cold or flu, sprains, minor injuries)</b></p> <p>Go to a local clinic if available or go to Urgent and Primary Care Centre (UPCC).</p> <ul style="list-style-type: none"> <li>- Richmond City Centre UPCC</li> <li>- Richmond East UPCC</li> </ul>	<p>Make sure you keep all receipts and medical reports.</p>

### Students with StudyInsured

- Students with StudyInsured may need to pay for services upfront and then get reimbursed. **You should have a credit card or access to \$200 - \$1,375 CAD (minimum) for emergency medical expenses.**
- It is best to call StudyInsured before seeing a doctor to report your case and receive a case #.  
Toll-free: [1-866-883-9787](tel:1-866-883-9787) (available 24/7 in multiple languages )
- **Before you leave the clinic or hospital, make sure to ask for receipts, invoices, and doctor's notes. You will need to submit these with your claim.**

### Students with MSP

- Students with MSP coverage will receive their BC Services Card (=MSP card) from our office approximately 3-4 months after arrival.
- The MSP covers most medically required services, with some exceptions.
- You should show your BC Services Card and a piece of photo ID whenever seeking medical services.

# Seeing a Doctor (Online)

## Virtual Care

- For non-emergency medical situations (flu, fever or sore throat) you can start with the Virtual Care Option.
- Video chat with a doctor on your phone, tablet or computer.
- **Care is Fast, Easy, No travel and No waiting time**



Cough/Sore Throat



Earache



Urinary Tract Infection



Upset Stomach



Sinus Infection



Rash/Hives/Allergies



Cold/Flu

### Reminder:

in Canada, hospitals are for **serious medical emergencies**. For those with non-emergency health concerns, it is generally advised not to visit a hospital unless life-threatening symptoms develop. Local clinics can treat most illnesses and injuries.

If you are unsure whether a health concern is an emergency, call HealthLink BC at 811 for advice.

## To See A Doctor Online

### 1. Create a profile

You will need your StudyInsured Policy number and your Date of Birth.

[SIGN UP](#)

### 2. Request a consult

Click "Get care" on your dashboard and select your symptoms from the provided list.

### 3. Match with a doctor

You will be matched with a general practitioner within minutes.

Connect through secure messaging, audio, or video chat.

### 4. Receive treatment

Talk to the doctor about your symptoms.

If you are prescribed a medication, pick it up at your local pharmacy.

# Emergency Protocol

## In Case of an Emergency

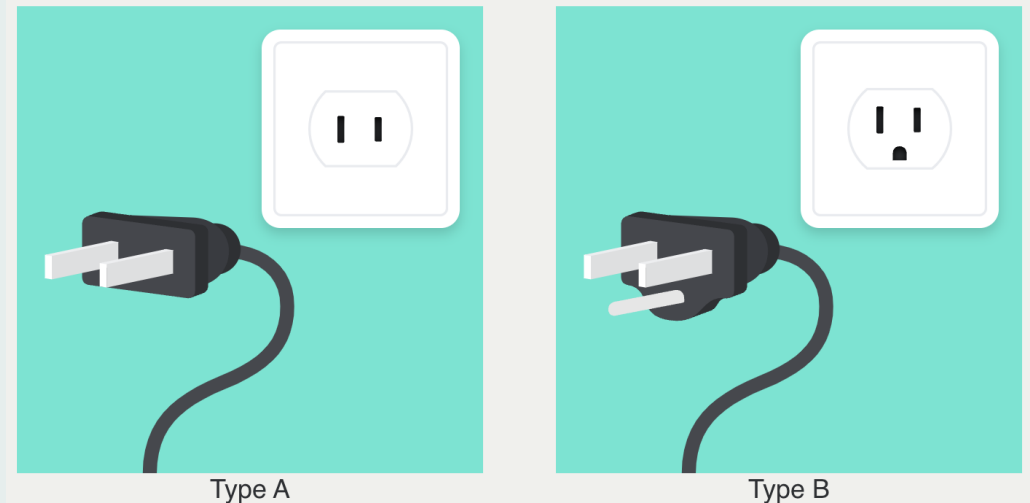
- Dialing 911 connects you to emergency services, including police, fire, and ambulance services
- Call 911 for any situations requiring immediate police assistance or medical attention
- 911 interpretation and translation services are available 24 hours a day, 7 days a week
- Stay calm, provide your location, and follow any instructions given by the emergency dispatcher until help arrives
- Call the RIE Homestay Emergency Line **once you are out of danger**: 778-835-3822
- Make notes, and keep all receipts, invoices, doctor's notes and information, including when, where, what and why
- Notify StudyInsured within 48 hours of a serious emergency or you may not be fully covered for your medical visit
- For insurance claim purposes, students will need to obtain copies of their health records.  
<https://submit.healthcarebc.ca/him/requestrecords>



# Basic Items to Bring

- All schools have computer labs for students to use. However, many students will benefit from a laptop. Both PC and mac operating systems are used in the school district. Tablets are not widely used in school.
- School will provide you with a textbook. You can buy other school items, such as notebooks, pens, rulers and calculators in Canada at London Drugs, Shoppers Drug Mart or Staples.
- Canada is a northern country. Please bring warm clothes that are suitable for -5 degrees. Vancouver is also in a rainforest. Bring (or buy in Canada) a coat and boots that are good for the rain.
- Most Canadians use credit cards for payments. However, bringing some Canadian dollars for emergencies is a good idea.
- Medication and prescriptions

- Comfort items for your room or personal space, such as photos
- Headphones for listening to music or TV in the evenings or on public transit
- An adaptor for your phone, computer and other devices. Canada operates on a 120V supply voltage and 60Hz.



# Arrival Checklist

Pre-departure	Upon arrival
<ul style="list-style-type: none"><li>❑ Contact your host family</li><li>❑ Provide flight information</li><li>❑ Exchange cell phone numbers</li><li>❑ Pack the following in your carry-on bag:<ul style="list-style-type: none"><li>❑ Passport</li><li>❑ Visitor Visa/ Entry Visa or eTA (if applicable)</li><li>❑ Study Permit or Letter of Introduction (if applicable)</li><li>❑ Letter of Acceptance from RIE</li><li>❑ Custodianship documents</li><li>❑ Host family profile and contact information</li><li>❑ Medical insurance coverage information</li><li>❑ Cell phone and charger</li></ul></li></ul>	<ul style="list-style-type: none"><li>❑ Text or WhatsApp your host family when you land</li><li>❑ Complete the Customs Declaration</li><li>❑ Meet a Canada Border Services Agency (CBSA) Officer and provide the customs declaration</li><li>❑ Pick up your luggage</li><li>❑ Get a Study Permit at the immigration office (for students studying in Canada for longer than 6 months)</li><li>❑ Text or WhatsApp your host family again and let them know you are ready!</li></ul> <p><b>*Important*</b></p> <p><b>Make sure to pick up your Study Permit before getting the luggage. Do not leave the baggage claim area without your Study Permit!</b></p>

# See you soon!

We are excited to welcome you to Richmond.

Have a safe journey,

and we look forward to seeing you soon!