



INTERNATIONAL
STUDENT EDUCATION
Nanaimo Ladysmith Public Schools

Student Arrival Guide

Spring 2025

November 2024



*Wild Play Adventure Course
Sept. 2024*

Nanaimo Ladysmith International Student Education Office

Dover Bay Secondary School

Room E201, 6135 McGirr Road, Nanaimo, BC, V9V 1M1

ise@sd68.bc.ca +1 250-751-0197 studyvancouverisland.ca

Welcome to Nanaimo Ladysmith International Student Education Program!

Studying abroad is a life-changing experience! You will explore a new country, learn to live in a new culture, and be open minded to new customs and new languages.

We are happy to share some information in this guide to help prepare you for your safe travel to Canada and your experience in Canada. We look forward to meeting you!

Introduction

Please take time to read all the information in this guide and follow the instructions provided in each Step below. This information will help you follow the rules for entering Canada safely and be prepared for life in Canada.

Our top priority is the health and safety of our students, host families, schools, and communities. We must still follow the regulations and recommendations of the Canadian and provincial governments, and the local public health authority. **The updated entry regulations below, are subject to change. Up-to-date information can be found [here](#).**

Please note, to enter Canada:

- **As always, travel documents are required:**
 - **Passport,**
 - **'Immigration Canada Letter of Introduction for a Study Permit,' or eTA, or Visitors Visa,**
 - **Nanaimo Ladysmith International Program Official Letter of Acceptance**
 - **Custodian Declaration**

- Proof of COVID-19 vaccination is **not required**.
- COVID-19 pre-entry and arrival tests are **not required**.
- Using [ArriveCAN](#) is **not required**.
- Health checks to board planes, trains, and ferries are **not required**.
- Wearing masks on planes, trains, and ferries is **not required**.

- **However, the Government of Canada still recommends that you wear a well fitted mask while you travel.**

If you have [symptoms of COVID -19](#), you should not travel to Canada until those symptoms have passed.

If you feel sick or experience any symptoms of COVID-19 during your travel to Canada or upon arrival, you should put on a face mask and:

- as per Canadian government guidelines, you are to inform the flight attendant or a border services officer upon arrival. You may be referred to a Quarantine Officer for a health assessment and further direction.
- please contact Principal Rob Hutchins immediately via email rob.hutchins@sd68.bc.ca or WhatsApp +1 250-210-1471.

While in Canada, monitor your health for possible symptoms of COVID-19. If you are not feeling well, be sure to alert your homestay host. Call 811 if you are very sick and your symptoms are not improving.

Pre-Departure

Step 1 – Add Important Numbers to Your Phone

In case you need help while travelling to Nanaimo, please add these Cell numbers to your phone: Principal, Vice Principal, our Urgent Matters Number, your school's Homestay Coordinator, and if you are Mandarin speaking, add Jim Ning's number. You can also find us all on WHATSAPP

 <p>Rob Hutchins District Principal rob.hutchins@sd68.bc.ca +1 (250) 210-1471</p>	 <p>Lisa Thom District Vice Principal lisa.thom@sd68.bc.ca +1 (250) 816-6394</p>
 <p>Sunny Hall Homestay Coordinator Dover Bay Secondary sunny.hall@sd68.bc.ca +1 (250) 713-4031</p>	 <p>Avegale Morgan Homestay Coordinator Wellington, Ladysmith, Cedar avegale.morgan@sd68.bc.ca +1 (250) 268-1897</p>
 <p>Denny Probizanski Homestay Coordinator NDSS and John Barsby denny.probizanski@sd68.bc.ca +1 (250) 668-2430</p>	 <p>Jim Ning Mandarin Support Worker jim.ning@sd68.bc.ca +1 (250) 802-1856</p>

For emergencies that may arise during your travels, please call our URGENT MATTERS number below.

+1 (250) 714-2252

Emergency

Once in Canada, in the event of an emergency requiring police, fire/rescue, or ambulance phone **911**

Step 2 - Get to Know Your Homestay Family

1. Contact your Homestay family to get to know them. A video chat using Zoom, WhatsApp or WeChat is a good way. Remember to exchange emails, cell phone numbers, and WhatsApp numbers with your host family. Set up a text chat with your Homestay host before departure.

2. **Be sure to share your flight information and arrival times** with your Homestay family AND ise@sd68.bc.ca as soon as possible. If there are last minute changes in your flights and arrival times, please inform both your Homestay host and email ise@sd68.bc.ca

Step 3 – A Canadian Phone Plan – **For your personal safety, it is an ISE requirement to have a Canadian phone plan, with data, for the duration of your stay in our program.** In the event you need to access a Mobile Doctor, for medical help, you need a Canadian phone number. (Mobile Doctor will NOT work with WhatsApp or WeChat!)

We recommend you set up a phone plan for use in Canada before you leave your home country. Many international students in BC use PhoneBox but you can use any phone plan provider you choose if it gives you a Canadian number **with a data plan.**

We have found that PhoneBox is the most convenient for international students to sign up for, because it does not require an adult to co-sign with a credit card. (Please note your Homestay family cannot sign for this service.) Also, it is very simple to end the services with PhoneBox.

PhoneBox offers plans for \$35/month + 12% taxes. There is also a 1-time SIM card fee but using the link below PhoneBox will waive that charge.

It is best to set up a phone plan **prior to departure** to ensure you have access to your phone once you arrive in Canada.

You can use an e-SIM or have your physical sim card delivered to your Homestay address, so it is ready for you when you arrive. We recommend that you use the e-SIM service. An e-SIM card is simple to use – you will be emailed a unique QR code.

How to set up an e-SIM card on your phone:

1. Check to see if your IOS or Android phone will support an e-SIM card:
<https://www.phonebox-guideline.com/efd3379e-4e9d-44ec-aca6-1564e0dd0218>
2. Visit: https://gophonebox.com/activation/?bn=1477&i_rep=
This unique link is just for Nanaimo Ladysmith students, eliminating the \$10 SIM card charge.



PhoneBox offers support in 13 languages: English, French, Mandarin, Korean, Japanese, Spanish, Portuguese, German, Cantonese, Vietnamese, Hindi, Punjabi, and Khmer.

*During our Program Orientation on January 30, we will have representatives from PhoneBox on site to support students. You will need to bring a credit card to orientation to make a purchase.

Below is an example of the sign-up page:

Monthly Plans

Enjoy **\$10 OFF** with eSIM

Get Now!

Up to 1,000 minutes of International Calling • 4G/5G Network
UNLIMITED Canada-wide Calling, Texting & International Messaging

\$35 /month

15 GB

Regular SIM

eSIM

\$45 /month

30 GB

Regular SIM

eSIM

\$55 /month

35 GB

Regular SIM

eSIM

\$60 /month

50 GB

Regular SIM

eSIM



Stay Connected with your friends & family abroad with up to 1,000 minutes of International Calling!

Personal Information

First Name *

Last Name *

Email Address *

Confirm Email Address *

Where will you be using our service? *

Select a province ▾

Enter a city

Step 4 – Student Finances

Please discuss with your bank advisor, family, agent and/or students who have previously travelled in Canada about the best student banking card options for international travel to Canada. Your country's bank card may not always work in Canada. (Several students from Türkiye, Spain, and Brazil have had issues with their bank card.) It is recommended that students use a chip-based debit card from Visa or

Mastercard. Some services such as fitness gyms no longer accept cash and require students to pay with a Canadian credit card. If your credit or debit card does not work in Canada, we can help you set up a Canadian bank account with a Canadian debit card once you arrive. This is free for students.

Step 5 -Packing - Be sure to check with your airline on weight limits for your carry on and checked baggage.

You will need to bring the following things with you on the plane:

<ul style="list-style-type: none"> <input type="checkbox"/> Passport <input type="checkbox"/> Cell phone, phone charger, electrical outlet adaptor <ul style="list-style-type: none"> <input type="checkbox"/> ISE Contact Numbers in your cell <input type="checkbox"/> Laptop/tablet (recommended) <input type="checkbox"/> Money (to take a taxi, purchase food, in the event you miss a flight) <input type="checkbox"/> Change of clothes (in case your luggage is delayed) <input type="checkbox"/> Hand sanitizer (travel sized - 100 mL or less - recommended) <input type="checkbox"/> 4-5 masks (recommended) <input type="checkbox"/> Disinfecting wipes (recommended) 	<ul style="list-style-type: none"> <input type="checkbox"/> Visa, or eTA or 'Immigration Canada Letter of Introduction for a Study Permit' OR Study Permit (if you are a returning student) <input type="checkbox"/> Custodianship Documents <input type="checkbox"/> 'Nanaimo Ladysmith International Student Official Letter of Acceptance' <input type="checkbox"/> 'Travel and Arrival Checklist (found at the end of this guide) <input type="checkbox"/> Host Family Profile with contact information <input type="checkbox"/> Food/Snacks & Water bottle <input type="checkbox"/> Prescription medication
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Please note: It is best to keep your travel documents in a plastic pouch separate from your passport. Your passport should be always kept on you, at all times. We recommend putting it in a pocket with a zipper or button, or in a passport holder hung around your neck.

Safe Travel Practices For All Students

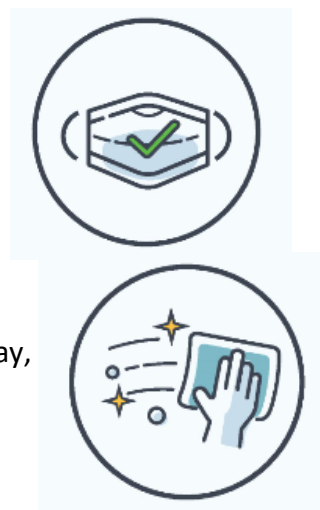
While travelling to the airport, in airports and during flights:

Wear a Mask and Wash Your Hands

It is recommended you wear a mask. Wash your hands before you board the airplane and continuously use hand sanitizer. Touch as few surfaces as possible.

Keep Safe

When you get to your airplane seat it is a good idea to wipe it, and your meal tray, with a disinfectant wipe. Keep your cell phone charged in case you need to contact your host family. Bring some snacks in your carry-on bag.



If You Become Ill While Travelling

If you become ill while travelling, please contact Principal Rob Hutchins immediately via email rob.hutchins@sd68.bc.ca or WhatsApp +1 250-210-1471. Our ISE Team will assist you!

Arriving in Canada

You finally made it! You will need to clear Canada Immigration and Customs before heading to your next flight on your journey to Nanaimo. Follow the passengers on your flight, as they are heading to Immigration as well. If you are uncertain where to go, ask an airport employee.

To prepare for Immigration, have the following documents ready:

- Your Passport, or eTA or Visitor Visa, or Immigration Canada 'Letter of Acceptance for a Study Permit' OR Study Permit (if you are a returning student.)
 - **If you have an Immigration Canada 'Letter of Introduction for a Study Permit', this is where you will receive your Study Permit.**
 - **The barcode on this letter MUST be scanned while you are at the Immigration area.**
 - **Please make sure the Immigration Officer prints and gives you your STUDY PERMIT BEFORE leaving the immigration area.**
 - **Please email a photo of your Study Permit to Devon Slater at devon.slater@sd68.bc.ca**

- Your Nanaimo Ladysmith International Program
 - 'Official Letter of Acceptance'
 - 'Travel and Arrival Checklist'
 - Custodianship Documents
 - Host Family Profile with contact information
 - Before flying to Nanaimo, contact your host family and confirm your arrival time in Nanaimo.**



IN THE EVENT YOU MISS YOUR FLIGHT TO NANAIMO - A MEMBER OF OUR ISE STAFF WILL BE AT VANCOUVER AIRPORT (YVR) TO ASSIST YOU, ALL DAY SATURDAY, JANUARY 25. THEY WILL BE LOCATED BY THE INFORMATION DESK LOCATED AT THE END OF BAGGAGE CAROUSEL #4

Arriving in Nanaimo

Welcome to Vancouver Island!

- You will be greeted at the Nanaimo Airport or a Nanaimo BC Ferry Terminal (if you have missed your flight to Nanaimo) by a member of your Homestay family or an ISE staff member. Please keep your Homestay family updated on the status of your arrival. It will be easy to find your family or the ISE staff member as we have a small friendly airport.
- Gather your luggage, sanitize your hands, and get ready to say hello!

Participate in New Student Orientation Activities!

New Student Orientation Activities will take place at your school Monday, January 27 and the Program Orientation will be held at Dover Bay Secondary on Thursday, January 30. All new students will participate in an ISE Program Orientation and a School Orientation. Students will get to meet their Homestay Coordinator, School Advisor, and program staff. Most importantly, students will get to meet each other! Important information will be shared, and social connections will be encouraged.

New Student Orientation

School Orientation: January 27th – learn about your assigned school, your course schedule, school expectations and culture, our computer systems (Google Classroom, Learn68, etc.) and school activities. Times and details about School Orientations vary based on the students' school, but most will take place on Monday, January 27, 2025.

The ISE Program Orientation: January 30th – learn about our schools, community, and Vancouver Island. Other topics will include International Student activities & excursions, transportation, health services & safety, and program rules. Students and their homestays will be given specific date and time of the ISE Program Orientation session upon arrival in Nanaimo and Ladysmith.

If your flight is delayed, Do Not Worry! We will ensure you will receive the Program and School Orientation at an alternate time and date.



Travel and Arrival Checklist

We look forward to welcoming you to the Nanaimo Ladysmith International Education Program in January 2025! To ensure that your travels and arrival to Nanaimo and Ladysmith go smoothly, please follow all the directions of this Arrival Guide. **Please print this page and bring it with you as you travel.**

Pre-Departure

- Read this Arrival Guide carefully and make sure you understand expectations
- As per Step 1 ensure you have entered all important phone numbers into your phone
- Contact your Homestay Family and ensure they know your flight number and arrival time at Nanaimo Airport
- Provide arrival information and exchange contact information (cell number, WhatsApp number, email)
- Determine what phone plan you will use when in Canada (example: [PhoneBox](#))
- When you are travelling, carry with you:
 - Passport
 - Visitor Visa, or eTA or 'Immigration Canada Letter of Introduction for a Study Permit' OR Study Permit (if you are a returning student.)
 - Custodianship Documents
 - 'Nanaimo Ladysmith International Program Official Letter of Acceptance'
 - 'Travel and Arrival Checklist (this page)
 - Host Family Profile with contact information
 - Hand sanitizer, masks, and disinfectant wipes – Recommended
 - Change of clothes
 - Snacks – in case your flight is delayed. (Or bring money to purchase snacks)
 - Phone charger and electric outlet adaptor

At the Airport – Departing your Home Country

- Wear a mask - Recommended
- Wash hands frequently and use hand sanitizer
- Keep your cell phone charged
- Bring your own snacks and refillable water bottle (Or bring money to purchase snacks)

Arrival in Canada

- Before boarding your last flight to Nanaimo, contact your Homestay family and confirm your pick-up time and point
- Wear a fresh mask in the airport (recommended)
- **Remember - If you have collected a Study Permit while going through Immigration, please email a photo of your Study Permit to Devon Slater. devon.slater@sd68.bc.ca**

IN THE EVENT YOU MISS YOUR FLIGHT TO NANAIMO - A MEMBER OF OUR ISE STAFF WILL BE AT VANCOUVER AIRPORT (YVR) TO ASSIST YOU, ALL DAY SATURDAY, JANUARY 25. THEY WILL BE LOCATED BY THE INFORMATION DESK LOCATED AT THE END OF BAGGAGE CAROUSEL #4