

# CSBA Student Arrival Guide 2020



*Canadian Sports Business Academy*

PRIVATE CAREER TRAINING INSTITUTIONS AGENCY OF BRITISH COLUMBIA

REGISTRATION No. M1524

Name : \_\_\_\_\_

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# Introduction

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Students and their families need to be informed, prepared for, and in agreement with requirements for safe travel and quarantine upon arrival in Canada. Please follow and complete the checklist in **Travel and Arrival Protocol** (Appendix 1) in addition to reading **this CSBA Student Arrival Guide**.

Students departing for Canada who are permitted to travel are advised to download the ArriveCAN mobile app prior to their arrival and fill out their personal information, including a Canadian phone number (e.g. contact number at their place of quarantine). Students must check-in within 48 hours of their arrival through the ArriveCAN app or call 1-833-641-0343.

Students travelling to BC should download the BC COVID-19 app: <https://bc.thrive.health/covid19app>

Please take some time to review the information in this package. By not following this protocol, students may be denied entry into the country. Government authorities may also fine students for non-compliance in certain situations.

**\*Students will be made aware of their requirement to comply with the Government of Canada's Quarantine Act, including the penalties of violation of the Quarantine Act, which include up to 6 months in prison and/or \$750,000 in fines.**

Our top priority is the health and safety of our students, host families, schools and communities. We are obligated to follow the regulations and recommendations of the Canada and provincial governments, and the local public health authority.

At the end of the document is the **COVID-19 Travel and Arrival Protocols** form. **This document must be signed and sent to: [csba@csbawhistler.com](mailto:csba@csbawhistler.com)**

# CSBA Contact Information

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Canadian Sports Business Academy (CSBA)

Address: 202-4295 Blackcomb Way, Whistler BC. V8E 0X2

Phone: 604-932-0404

Direct Phone in Japan:

(Will automatically be transferred to Canadian number above)

**CSBA After hours Emergency Phone (24 hr) 1- 604 -905 -9389**

## CONTACT INFORMATION

### **School Director**

Mr. Shiro Nakajima

Cell: 604-905-9389

Email: [nakajima@csbawhistler.com](mailto:nakajima@csbawhistler.com)



### **Student Care Manager**

Ms. Ami Sakai

Cell: 604-906-0023

Email: [ami@csbawhistler.com](mailto:ami@csbawhistler.com)



# Pre - Departure

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## **A. Complete Forms**

### **Travel and Arrival Protocol**

Read and start completing the checklist in Travel and Arrival Protocol (Appendix 1). Sign and submit the form on your first day.

### **BC Self Isolation Plan Form (ArriveCan App)**

Complete BC Self Isolation Plan Form (Appendix B). This can be filled using ArriveCan App. Please check next section for more information on apps. When you arrive at the airport you will be asked to show BC Self Isolation Plan Form (Appendix B) and the information must be correct. Keep the paper copy as well as the screenshots of BC Self Isolation Plan Form.

### **Download BC Covid-19 App and Daily Symptom Tracker**

BC Covid-19 App and Daily Symptom Tracker are also mandatory to download to your phone. Keep in track of your daily symptom using these apps.

## **B. Notify Your Information to CSBA**

### **Arrival Information and Transportation Information**

Student should provide the flight information as well as transportation information to your house in Canada at least a month before the flight. The transportation service can be provided by CSBA if requested.

### **Residential Information**

Student should provide the information for the accommodation of 14 days of self-isolation as well as the permanent accommodation after the self-isolation. The accommodations can be arranged by CSBA if requested.

### **Student Contact Information**

Student should provide the flight information as well as transportation information to your house in Canada at least a month before the flight. The transportation service can be provided by CSBA if requested.

### **BC Self Isolation Plan Form (ArriveCan App) and BC Covid-19 App**

Student should complete and provide BC Self Isolation Plan Form (Appendix B) or screenshots of ArriveCan App for CSBA to pre-authorize and track the plan. The screenshots of BC Covid-19 App are also mandatory for CSBA to confirm the download of the app to your phone. Please check next section for more information on apps.

### **C. Packing**

#### **In Your Carry-on Bags**

Passport, Letter of Acceptance or Valid Student Permit, Custodianship Documents and Consent letter for children travelling abroad (if applicable), Host Family Profile with contact information, BC Self Isolation Plan Form (Appendix B), change of clothes, 2 masks, several pairs of gloves, a travel sized bottle of hand-sanitizer and some snacks.

#### **In Your Suitcase**

Pack 60 disposable face masks OR 30 disposable and 1 cloth face mask, one large bottle of hand sanitizer, one box of nitrile gloves, thermometer.

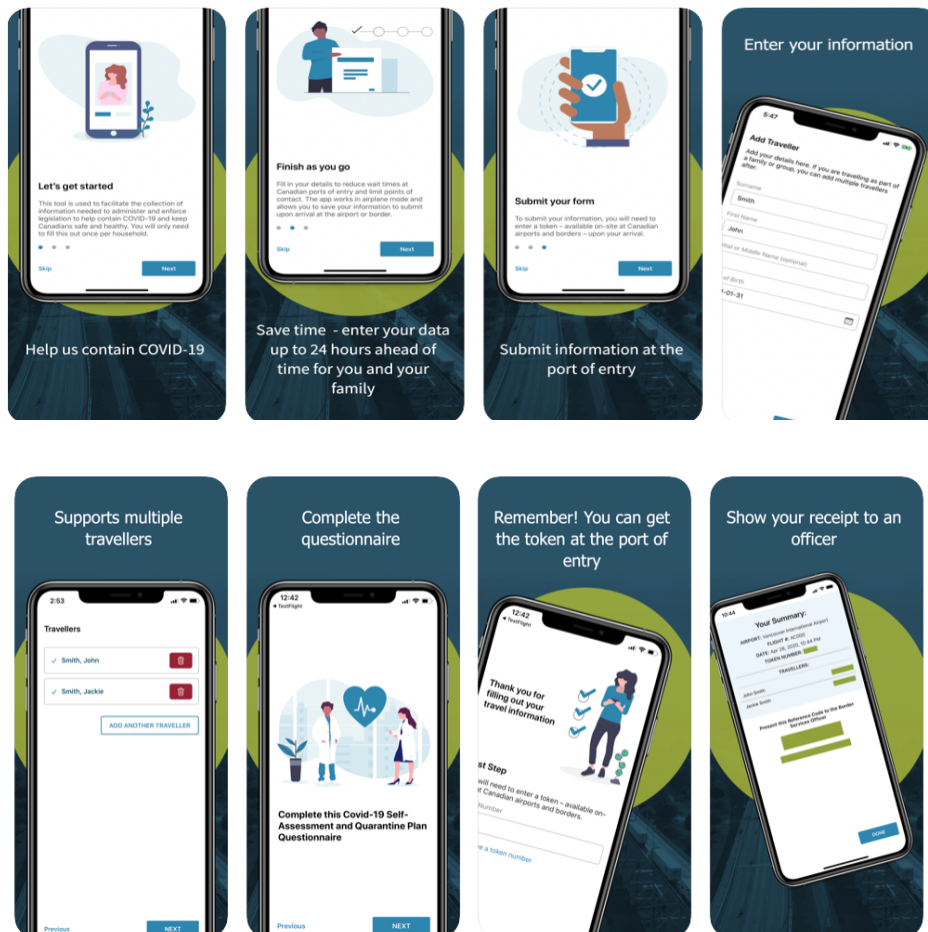
# Arrival Plans

Before you leave your home country, you must download the **ArriveCAN** app created by the Government of Canada and complete a mandatory Self-Isolation Plan for the Government of British Columbia. **Both these need to be completed prior to your arrival to BC.**

## A. ArriveCAN App

The ArriveCAN app is available for iPhone and Android and can be downloaded from the App Store or Google Play. This app should be setup before you arrive at immigration in Canada because the immigration officer will provide you with a **TOKEN NUMBER** you will need to enter. Please refer to Appendix B for BC Self Isolation Plan Form in the paper format.

Here are the steps to setup the app:



# Arriving in Canada

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## **A. Best Practice in Airport and Flight**

### **Wearing a Mask/Hand Washing**

Always remember to wear a mask. Wash your hands before you board the airplane.

### **Practice Social Distancing**

It is important to try to keep your distance from other people. You should try and keep at least 2 meters from other people.

### **Keeping Safe**

Keep your cell phone charged in case you need to contact CSBA director or Homestay Coordinator. Bring some snacks in your carry-on bag because the restaurants in the airport may not be open. When you get to your airplane seat remember to wipe down your area. With disinfection wipes.

## **B. Entering Canada**

### **Wearing a Mask/Hand Washing**

Always remember to wear a mask. Wash your hands before you board the airplane.

## **C. Inform Your Arrival and Transportation**

### **Contact CSBA (Both Landed & Entered)**

Inform CSBA as soon as possible using free Wi-Fi in the airport. Contact the school director not only when you landed but also successfully entered Canada. Check the student permit information over the phone and ask to re-issue it if necessary while you are in the airport.

### **Transportation from Airport**

Take the pre-arranged transportation from the airport to your 14 days self-isolation accommodation. If the transportation is arranged by CSBA, meet CSBA staff at the airport. They will be holding up a sign with your name on it.

Keep your mask on and do not meet the others in the same accommodation. Read the self-isolation requirements carefully and follow the instruction.



# Self-Isolation/Quarantine

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## **A. Self-isolation/Quarantine**

### **Government Rules and Communication**

In British Columbia everyone has worked hard to keep COVID-19 manageable. When you get to your new home you must self-isolate for 14 days. This means you must stay in your room and avoid direct contact with your host family and others.

The governments of Canada and British Columbia call you or your host family to make sure you are self-isolating and following the law and all new arrivals to Canada are safe and healthy.

You must be prepared to answer a call from;

**1-855-906-5585 or 613-221-3100.**

**\*Students will be made aware of their requirement to comply with the Government of Canada's Quarantine Act, including the penalties of violation of the Quarantine Act, which include up to 6 months in prison and/or \$750,000 in fines.**

### **Student Responsibilities**

To keep you, your host family, and roommates safe while you are self-isolating, it is important that you stay in your room. You can leave your room to go to the bathroom when no one is around.

**During the 14-day quarantine you must continually monitor your health for the following symptoms:**

- Fever
- New or worsening cough
- Dry throat • Difficulty breathing
- Loss of sense of smell or taste

**If you start experiencing any symptoms of COVID-19 (cough, shortness of breath, a fever equal to or greater than 37.8°C, or signs of fever e.g. shivering, flushed skin, or excessive sweating):**

- Contact CSBA immediately (604-905-9389/csba@csbawhistler.com)
- Report your symptoms through the ArriveCAN app or call 1-833-641-0343 every day until the end of your 14-day quarantine
- Follow **CSBA COVID-19 guide** and the instruction from CSBA staff

The 14-day period starts again if, during your quarantine period, you develop any signs and symptoms of COVID-19, including those noted above. Once your mandatory 14-day quarantine is over, you will transfer to your permanent accommodation, but must continue to follow strict Covid-19 safety

protocols. Students must submit to a COVID-19 test if required before their quarantine period is complete

## **B. What to Do During Self-Isolation**

### **Stay Connected**

Contact your friends and family when you are self isolating. Check with your host family to make sure you have access to wi-fi. It is important to check your email regularly because your school might try to contact you.

### **Physical Health**

Staying active during self isolation! This is a great opportunity for you to try a new exercise routine, such as yoga and stretching. It is important to make sure you **establish a healthy routine as quickly as possible. Try to go to bed at a reasonable hour and do not stay up all night.**

### **Monitor your Mental Health**

Being in a new country is exciting but being in self-isolation may be challenging. Communicate with your host family regularly and let them know how you are feeling. We are all here to support you!

### **Check Flight List**

Canadian government is frequently updating the list of the flight with the passenger who tested positive after arrival or departure. Regularly check the flight list and inform CSBA in case your flight is on the list.

## **C. Connect with CSBA**

### **Stay Connected**

Regularly contact with CSBA staff while you are self isolating. It is important to get to know CSBA staff as well as the other students online before you come to school.

### **School Orientation**

Take part in our ‘virtual’ orientation and school tours to familiarize yourself with your new learning environment

**Ensure that we have the students’ personal email in order to invite them to a zoom meeting for the orientations**

### **Monitor and Report your Health Condition**

Monitor your health everyday while you are self-isolating. Students will receive a daily “pop-in” call from CSBA staff member, allowing students to express any concerns or worries regarding their mental or physical health, and ensure they are following quarantine guidelines. This will also allow the CSBA staff members to assess how the student is managing the quarantine process.

Students will be provided with local health authority contact details and information and provided with instructions as to what they should do in the event they become ill or suspect they may develop symptoms of COVID-19.

In addition to the above, similar information will be provided regarding anti-racism support related to COVID-19. This is also something that CSBA will also address internally and monitor each student.

# COVID-19 Related Supports

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## **A. COVID-19 Testing and Care** **Student with Symptoms of COVID**

In the event that a student demonstrates symptoms of COVID-19 at any time refer to the protocols.

- The student must isolate immediately and take the COVID-19 online self- assessment <https://bc.thrive.health/covid19/en>
- Immediately inform any other members who are living in the same household.
- The student must immediately inform Shiro Nakajima, School Director (604-905-9389) or Ami Sakai, Student Care Manager (604-906-0023).
- If the self-assessment result shows that the student does not need to take a COVID test, the student should stay home and self-isolate until the symptoms are gone for 48 hours, before they go back to school.
- If the self-assessment result shows that the student needs to take COVID test, CSBA School Director or Student Care Manager will arrange private transportation for the student to take the test.
- While waiting for the student's test result, CSBA School Director or Student Care Manager will gather all contact – sign-in & student attendance records for the previous 48 hours and ensure all information is available for local health authority if the test result is positive.

## **B. Mental Health Support**

### **How to access free counselling and mental health services for students**

CSBA and the Government of B.C. want to ensure that students who need mental health support know how and where to get it.

As part of orientation for new students, how to access counselling and mental health support will be presented.

- Here2Talk is a mental health counselling and referral service available to all B.C. post-secondary students. The service offers confidential, free, single-session services by app, phone, or online chat, 24 hours a day, seven days a week.

### **How to access Here2Talk**

B.C. post-secondary students can access professional counselling services by:

- Downloading the Here2Talk app
- Visiting [here2talk.ca](https://here2talk.ca)
- Calling toll free 877.857.3397 or direct 604.642.5212

Students calling from outside Canada can also dial 604.642.5212 (international calling charges may apply). Phone services are available in additional languages upon request.

The Here2Talk service is operated by Morneau Shepell and can support students dealing with challenges such as depression, anxiety, loneliness, pressure to perform, crises, racism, and relationships. Counsellors will also be equipped to refer students to local resources in their communities.

### **C. Post Quarantine Student Support**

In addition to the various forms of support during the quarantine period listed above, CSBA will continue to support students and accompanying family members when the quarantine period has ended.

This will include mental and social support, anti-racism and stigma information, as well as ensuring students are aware of the standard COVID-19 compliance set out by the federal and relevant provincial governments.

# Resources

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We have developed and are implementing a detailed [COVID 19 safety plan](#), that meets the expectations of the Government of Canada's Guidance for Postsecondary Institutions during the COVID-19 Pandemic and the B.C. government's [B.C Post Secondary COVID 19 Go-Forward Guidelines](#) and the [orders of the Provincial Health Officer](#), which support the overall direction of the virus.

## **Travel and Arrival Information:**

### **Vancouver Airport website for Travel Directives and Screening**

<https://www.yvr.ca/en/updates/covid-19-update-2>

### **Frequently Asked Questions at Vancouver Airport**

<https://www.yvr.ca/en/coronavirus/faq>

### **Tips for Cleaning and Disinfecting**

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/cleaning-and-disinfecting>

### **Physical Distancing Fact Sheet**

<http://www.bccdc.ca/Health-Info-Site/Documents/COVID19-Physical-distancing.pdf>

## **Provincial and Local Health Authorities:**

### **Vancouver Coastal Health**

COVID-19 health related concern: 8-1-1

Non medical about COVID-19: call 1-888-268-4319 or text 604-630-0300

### **Provincial Health Services Authority (BC)**

Phone: 604-675-7400

### **BC Centre for Disease Control (BC)**

Phone: 604-707-2400    Email: [admininfo@bccdc.ca](mailto:admininfo@bccdc.ca)

# Appendix A

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## Travel and Arrival Protocol

We look forward to welcoming you to our Programs this year. We must ensure the health and safety of our students and host families. The following document will outline the expectations of government and health authorities. Students must abide by these expectations to participate in the program.

This document must be signed and email to: **csba@csbawhistler.com /CSBA whistler Office (8 AM to 5 PM)**  
**1- 604 -932- 0404**

**School Director (Shiro Nakajima) Emergency Phone (24 hr) 1- 604 -905 -9389**

### **Pre-Departure:**

- ☐ Provide arrival information and exchange contact information (cell, email)
- ☐ Read How to self-isolate after travel when you live with other roommates or family members and Daily Self-Monitoring form for COVID-19
- ☐ Complete, send and print the online Mandatory Self-Isolation Plan  
(<https://travelscreening.gov.bc.ca/>)
- ☐ Download COVID-19 App and Daily Symptom Tracker: <https://ca.thrive.health/>
- ☐ Download the ArriveCAN App (iOS and Android)
- ☐ Pack 60 disposable face masks OR 30 disposable and 1 cloth face mask, one large bottle of hand sanitizer, one box of nitrile gloves, thermometer

### **Airport:**

- ☐ Wear mask and gloves
- ☐ Wash hands frequently and use hand sanitizer
- ☐ Practice social distancing and touch as few surfaces as possible
- ☐ Sanitize your personal space and minimize washroom trips
- ☐ Keep cell phone charged
- ☐ Bring your own food and refillable water bottle

### **In Homestay – Self-Isolation:**

- ☐ You are required to self-isolate for 14 days – this means staying in your room and avoiding contact with others
- ☐ Your homestay family will provide you with foods, clean linens, a comfortable room and internet access
- ☐ Keep your room well ventilated and clean – open your window to allow air circulation
- ☐ Practice good hygiene and use a separate bathroom if possible
- ☐ Clean the bathroom after every use
- ☐ Stay connected with friends and family by phone or internet
- ☐ Monitor your physical and mental well-being. If you are not feeling well, let your host family or care manager know.
- ☐ Empty garbage frequently, wash hands after
- ☐ Follow your host family's advice to wash clothes / do laundry
- ☐ Keep personal items separate from those belonging to others

□ Ask for help from your host family or care manager (Ami Sakai 604-906-0023) if you need it!

**Self-Isolation is a requirement of the Quarantine Act and is not optional. Students must self-isolate for 14 days upon arrival in Canada. By signing, I have read, understand and agree to comply with the expectations listed in this document. I understand if I do not follow these expectations, I risk being dismissed from the program. Students and parents are responsible for any fines incurred due to breach of the Quarantine Act and regulations from the Government of British Columbia.**

Student Name (Print):		
Student Signature:		Date:
Parent's Signature:		Date:



# Appendix B

## BC Self Isolation Plan



BRITISH COLUMBIA | Ministry of Health

Support for Travellers  
Self-Isolation Plan

### PRIMARY CONTACT INFORMATION

First Name (primary contact)	Last Name (primary contact)	Date of Birth (yyyy / mm / dd)	
Phone Number	Email (optional)		
Home Address	City	Province or Territory	Postal Code

### TRAVEL INFORMATION

Are There Additional Travellers in Your Group? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes → Number of additional travellers in your group: _____	<b>ADDITIONAL TRAVELLERS</b> (please list all additional travellers)		
	First Name	Last Name	Date of Birth (yyyy / mm / dd)
Arrival Date (yyyy / mm / dd)			
Arrival By <input type="checkbox"/> Air <input type="checkbox"/> Sea <input type="checkbox"/> Ground			
Airline / Flight Number (if applicable)			
Arrival From (City, Country)			

### SELF ISOLATION PLAN

Do you have accommodation arranged for your self-isolation period? <input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, which city will you be isolating in?
If Yes, what is the address where you'll be staying?	
If Yes, isolation type? <input type="checkbox"/> Private Residence <input type="checkbox"/> With Family <input type="checkbox"/> Commercial (hotel)	
Do you need accommodation assistance to self-isolate from anyone who is over 60 years old or who has heart disease, high blood pressure, asthma or other lung disease, diabetes, cancer, immune suppression or is taking prednisone medication? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Are you able to make the necessary arrangements for your self-isolation period? (e.g. food, medication, child care, cleaning supplies, pet care). <input type="checkbox"/> Yes <input type="checkbox"/> No	
What form of transportation will you take to your self-isolation location? <input type="checkbox"/> Personal Vehicle <input type="checkbox"/> Public Transportation <input type="checkbox"/> Taxi or Ride Share	

### CERTIFY DECLARATION

<input type="checkbox"/> I certify this to be accurate
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**Proceed to the provincial check point, if available at your location, where you may be asked to confirm how you will comply with the provincial order to self isolate.**

#### Collection Notice

Your personal information as well as those of your household is collected by the Ministry of Health under the authority of sections 26(a), (c), (e) and s. 27(1)(a)(iii) of the Freedom of Information and Protection of Privacy Act, the Public Health Act and the federal Quarantine Act, for the purposes of reducing the spread of COVID-19. Personal information may be shared with personnel providing support services and follow-up during self-isolation. Should you have any questions or concerns about the collection of your personal information please contact:  
Title: Ministry of Health, Chief Privacy Officer  
Telephone: 236-478-1666



スポーツビジネス専門学校  
CSBA（カナディアン・スポーツ・ビジネス・アカデミー）  
ブリティッシュ・コロンビア州政府登録



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