

Resources for International Students During COVID 19

Dear Students,

Please find a list of financial, emotional and educational resources for international students during this challenging time. Please note, this list will be updated once more information becomes available.

Financial Resources

Employment Insurance (EI)

If you've been working consistently over the past 52 weeks, you may qualify for [Employment Insurance \(EI\) sickness benefits](#) which provide up to 15 weeks of income replacement for eligible claimants who are unable to work because of illness, injury or quarantine. Once you have completed the online application for EI sickness benefits, you can apply to have the one-week waiting period waived by calling the government's toll-free number at 1-833-381-2725, or teletypewriter at 1-800-529-3742.

I don't qualify for Employment Insurance (EI), is there any other form of financial support?

As a response to COVID-19, the Government of Canada has also announced an Emergency Care Benefit for those affected by COVID-19. It's intended for those who don't qualify for EI, can't go to work and don't have paid sick leave. This benefit plan will be available to apply for in April, through the [CRA](#) website, and a toll-free number that has not yet been shared.

If you are in need and have no other resources, you may be eligible for income assistance. Use the B.C. Government [My Self Serve](#) to assess your eligibility. If you can't complete the application online, call 1-866-866-0800.

I'm not eligible for Income Assistance, but I'm still in need. Is there anyone I can contact?

You may be able to receive hardship assistance, depending on your circumstances. [Contact BC Income Disability and Assistance Services to find out more about this kind of support.](#)

I'm currently repaying a Canada Student Loan or Canada Apprentice Loan and am not sure if I will be able to make my monthly payment.

To support student and apprentice loan borrowers during the COVID-19 pandemic, the Government of Canada has announced its plan to pause the repayment of Canada Student Loans and Canada Apprentice Loans until September 30, 2020, with no accrual of interest. **Pending parliamentary approval, these measures will become effective March 30, 2020.** This will include pre-authorized debits. These measures will provide relief to nearly 1 million CSLP borrowers in repayment. More details will be made available [here](#).

Health Resources

I'm feeling unwell, is there a way I can check my symptoms?

If you have COVID-19, or think you might have it, use the [BC COVID-19 Self-Assessment Tool](#) to check your symptoms online. This resource is available 24 hours a day. If your symptoms worsen, call 8-1-1 to talk to a nurse about health information and advice. 8-1-1 has translation services in 130 languages.

Are you experiencing any of the following, call 9-1-1 or go directly to your nearest emergency department:

- Severe difficulty breathing (e.g. struggling to breathe or speaking in single words)
- Severe chest pain
- Having a very hard time waking up
- Feeling confused
- Losing consciousness

These symptoms require immediate medical attention.

I've been asked to self-isolate. What does that mean?

In Self-Isolation? Follow [these steps](#) from the Public Health Agency of Canada for how to isolate correctly and prevent the spread of the virus.

Emotional Resources

I feel anxious, stressed or angry about the COVID-19 situation, is there anyone I can talk to?

All students have continued access to our Health and Wellness Counselor, Kerry Anne Holloway. Please contact by phone 604-780-1799 or by email at hollowaycounselling@gmail.com. All students are eligible for up to 10 free sessions a year.

Immigration Updates

I'm afraid COVID-19 may have an impact on my study permit, via or other immigration matter. Where can I get more information?

Visit the [Immigration, Refugees and Citizenship Canada \(IRCC\) website](#) and [Twitter account](#) for up-to-date information on special measures put in place by IRCC to help temporary and permanent residents and applicants affected by COVID19.

PLEASE NOTE: IRCC Client Support Centre's telephone services are unavailable until further notice. You can continue to contact IRCC through the Web form: <https://cic.gc.ca/english/contacts/web-form.asp>

General Updates for British Columbia

For **Non-Health Information & Services** call 1-888-COVID19 (1-888-268-4319) or text 604-630-0300 to talk to a ServiceBC agent about non-health related information and services such as childcare, travel advisories, school closures and more.

Service is available 7:30 a.m. to 8 p.m. Pacific Standard Time. Standard message and data rates may apply.

For more updates about changes to EI, passport services, SIN numbers and Canada Student Loans, check the [Employment and Social Development Canada](#) website.