



# COVID-19 Frequently Asked Questions for International Students

Hello from the Global Learning department at the Calgary Board of Education.

We understand this is a very stressful time for everyone and that there are many questions around the closure of CBE schools. The following are frequently asked questions we have been receiving. You will see there are some areas where we do not have definitive answers at this time and we will update you regularly when we receive new information.

## **I understand that Alberta schools are now closed. When will they reopen?**

*The government of Alberta made the difficult decision to close all Alberta schools indefinitely in order to stop the spread of COVID-19. At this time, we do not know when they will reopen.*

## **Is the CBE asking students to return to their home country?**

*The decision for a student to stay in Calgary or return home is up to the parents based on what is right for the student and family as well as the availability at the student's current living accommodations. Some current factors to consider:*

- *The City of Calgary has declared a state of emergency. The number of COVID-19 cases in the city are very low and the risk level to Calgarians continues to be at a low level. This decision was made by our municipal government in an effort to stop the spread of the virus. Other Canadian cities/provinces have also made this decision.*
- *International flights are being restricted as time goes on.*
- *Citizens of Calgary are being asked to stay home in self-isolation. What that means is that we are being asked to avoid all public gathering places. In addition, most non-essential services are closed.*

## **If I return to my home country, will I be able to get back into Canada?**

*This would be a decision made by the Government of Canada. Please visit their website at [canada.ca](https://canada.ca) for updates.*

## **Will the CBE be offering online learning in place of face-to-face classes?**

*This is currently being discussed within our school board in conjunction with other Alberta school boards, and in alignment with Alberta Education. A detailed plan will be announced after Spring Break, which ends on March 30, 2020.*

## **If online learning is available, will students be able to access it outside of Canada?**

*This will be dependent on the source country and students would need to check what is possible with family members back home or once they have returned home.*

## **Will students receive a final grade for the current semester?**

*Alberta Education has stated that every K-12 student will receive a final mark and students will progress to their next grade level next year. Provincial assessments, such as provincial achievement tests, will be cancelled. At this time, diploma exams essential for post-secondary acceptance will continue. Every student who is eligible to graduate from Grade 12 this year will graduate.*

*We will provide more details on this when we have them as this may be connected to the online learning options as far as course completion.*



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### **Will the CBE provide refunds for tuition for the period of time that the schools are closed?**

*We will provide an update on this when we have information to relay.*

### **Is the Global Learning office open for in-person inquiries such as paying fees for the next school year?**

*The Global Learning office is now closed for service in-person until further notice. However, we continue to operate virtually. Payment should be made online using our money transfer service, Flywire: [cbe.flywire.com](https://cbe.flywire.com)*

*Calgary Board of Education has partnered with Flywire to streamline the payment process. This allows you to pay securely from any country (including Canada) and any bank, typically in your home currency. By making your payment with Flywire you can:*

- *Track your payments from start to finish*
- *Save on bank fees and exchange rates*
- *Contact their multilingual customer support team with any questions, day or night*

*To get started, click or go to [cbe.flywire.com](https://cbe.flywire.com) to begin the payment process.*

*Please do not pay by any other method (e.g., money order) as there is no guarantee we will receive it in a timely manner if we are directed to work away from the office.*

### **How will students get updated information such as if schools reopen and anything else related to my studies?**

1. *Visit our website at [cbe.ab.ca](https://cbe.ab.ca) and your school's website for news and information as it is updated routinely.*
2. *Ensure students have the [international student coordinator's contact information](#) (page 2) and that the coordinator knows how to reach the student via e-mail or text for all school updates.*
3. *Understand that coordinators may not be available at all times. If students have questions and are not able to connect with the coordinator, please contact the general e-mail address of the school.*
4. *Have the custodian regularly check e-mail (the one the school has on file) for updates.*

### **International students have health insurance through StudyInsured. What coverage do they provide for COVID-19?**

*From StudyInsured: Below are a few some general points that we are telling clients are important regarding inbound international student plans:*

*-Our plans would cover unforeseen emergency expenses related to the coronavirus (COVID-19), the same as any other illness, if it is contracted in Canada after the effective date of the policy.*

*-Any pre-existing medical condition, including COVID-19 illness, would not be covered if it has not been stable for the required amount of time (90 days) before the effective policy date. This is something that the doctor in Canada would ask the student when they started experiencing their symptoms, to determine if it was before arrival to Canada. We also will contact their medical records from the student's home country to determine if it was pre-existing or not.*



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*-Expenses incurred in an insured person's home country are not covered, unless they are travelling on a school trip.*

*-Further expenses in Canada related to an illness that originated in the home country would also be excluded.*

**This is a very stressful situation. Are there local resources in Calgary if students are finding they are struggling to cope?**

1. StudyInsured phone line 1.877.234.5327 (mental health, crisis, counselors)
2. [24/7] 403-264-teen (8336) with interpreter (Youth crisis line- Distress Center)
3. [24/7] Distress Center 403-266-4357
4. [24/7] Kids Help Phone: 1-800-668-6868 kidshelpphone.ca
5. [24/7] Wood's Home Community Resource Team (psychology, social work): 403-299-9699 or 1-800-563-6106
6. [24/7] Distress and Suicide Prevention Line of Southwestern Alberta (mental distress or feeling suicidal): (403) 327-7905 or 1-888-787-2880.
7. Suicide Prevention Line 1-800-SUICIDE (784-2433)
8. Alberta Mental Health Crisis Line 1-877-303-2642
9. Mental Health Mobile Response Team 403-266-1605
10. Aspira mental health app

**Where can I get a copy of my transcript for my study permit extension application?**

Please visit MyPass at <https://public.education.alberta.ca/PASI/myPass/welcome> where you can order transcripts. If you need assistance with setting up your account, please contact the international student coordinator at your school or the school office.