



HIGH SCHOOL in **CANADA**



ARRIVAL AIRPORT GUIDE



WELCOME TO CANADA!

WHAT TO EXPECT WHEN YOUR STUDENT ARRIVES

PRE-ARRIVAL

You will receive:

a. Meet your Local Coordinator /LC profile

- This is for you to know your local coordinator's contact information immediately should you need it when you arrive in their community.
- Please add your LC's mobile number and email into your phone
- When issues arise, we ask that you address your concerns with the Local Coordinator directly

b. Student Handbook (digital)

- This is an excellent reference for all matters regarding the High School Experience, including Host Family life, programme rules and communication, including emergencies.



ON ARRIVAL – WHAT DO I DO?

After leaving the airplane, you can expect to go through the following:

- 1. Primary Immigration:** this is where the officer will check your passport and documents
- 2. Secondary Immigration:** you are sent here if you need a Study Permit or if Immigration Canada needs to further examine your documents
- 3. Baggage:** this is where you retrieve your luggage
- 4. Customs:** this is where the contents of what you are bringing into Canada are assessed.

IMMIGRATION

After arriving, you first must go through Immigration. Be sure to have the following documents ready to show the officer:

- Passport
- Letter of Acceptance from your school
- Custodianship Declaration page 1 (signed & notarized by CISS) + pages 2-3 (signed & notarized by your parents)
- Host Family profile
- **For 5-month or short-term students:** eTA confirmation and/or TRV/Temporary Resident Visa
- **For 10-month students: IF YOU HAVE BEEN APPROVED FOR A STUDY PERMIT:**
Be sure you have the Approval Letter from the Canadian Embassy showing you have been approved to receive a Study Permit. **Don't leave without showing this, or you will not receive the actual permit stapled into your passport!**
- Students coming with a Study Permit may be asked to present proof of financial support. Students should bring with them the financial document used when applying for their study permit.

SECONDARY IMMIGRATION

Students who are staying for 6 months or longer, and/or have an approval letter for a Study Permit will be asked to go to Secondary Immigration. This is where the actual Permit is stapled into the passport.

- It is important NOT to leave Immigration without receiving the physical study permit which is a one page document

RETRIEVING YOUR BAGGAGE

After you have passed Immigration go to the BAGGAGE area.
Be sure that you retrieve ALL your luggage.

- If your luggage is missing or damaged, you must submit a Lost Baggage Claim before leaving this area.
- Airport personnel can assist you.
- Be sure to advise the luggage claim personnel of your **Host Family address & phone number**

CUSTOMS

Customs declarations are done via kiosk upon deplaning.



[ArriveCAN \(mobile app\)](#) is no longer a required protocol but using it may reduce the wait-time for customs declaration.

If you have content that needs review, you will be sent to a separate room for further inspection, before being cleared for Arrivals.

Once you have cleared Customs, continue to the EXIT where you will enter the **ARRIVALS** area, where you will be met by your greeter

—OR—

Follow signs for **CONNECTING FLIGHTS**, if you are transferring to a different end destination. Airport personnel can help guide you to the right location.

WHO WILL MEET ME?

CISS arranges one of the following forms of meet & greet:

IF ARRIVING AT and ENDING YOUR FLIGHT AT:	
YYZ Toronto or YVR Vancouver	→ A CISS Designate or Your Host Family (less likely)
Connecting through or arriving at another airport / your destination city airport (not YYZ or YVR)	→ Your Local Coordinator OR your Host Family

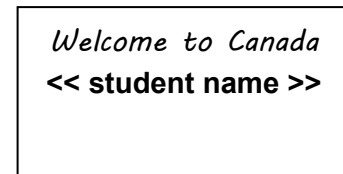
Regardless of who is meeting you, always look for a SIGN with either:

The CISS and/or MLI sign or logo (this is typical for large arrival dates such as the start of the programme in September or February, and especially if the arrival is at YYZ or YVR)

—OR—

Your name (this is more typical for arrivals during the school year when you might be the only student arriving on a flight, and/or for arrivals at other airports - NOT YYZ or YVR)

Example of a sign (families often make their own...so the design is not standard)



WHAT SHOULD I DO IF I CANNOT FIND THE CISS REPRESENTATIVE OR MY GREETER?

IMPORTANT!!

Do NOT leave the arrival area or the airport until you have been met by your designated greeter!

- Do not go to get something to eat or sightsee around the airport!
- We expect your arrival and have arrangements for someone to meet you and transport you to your home.

Step 1: DON'T PANIC!!

The ARRIVALS area can be very busy, especially as many international flights arrive together or within a short time of each other. Your flight may be early, or the greeter may have encountered traffic and is delayed, or got held up assisting another student.

If you are unable to immediately locate the CISS sign (or a sign with your name on it)

- Move away from the crowd of people, and let the crowds clear
- Once there are fewer people, it will be easier to locate your greeter
- Walk slowly through the ARRIVALS area looking for the sign (you would be surprised how many students walk right past the sign or look at it and move on!)

- DON'T CALL YOUR PARENTS – they cannot assist you as they are not with you! You will just worry them.
- DON'T LEAVE THE ARRIVALS AREA!

Step 2: Listen for announcements or Check your phone!

- Sometimes your greeter will have your name announced over the loud speaker
- Check your phone for a WhatsApp, Text message or Voice Mail.
- If you have your greeter's mobile # you can text, message, WhatsApp or call them
- Some airports (such as Toronto and Vancouver) have a designated Meet and Greet area or Info Desk. This is also a good place to stand and wait.

Step 3: After 30 minutes - if you still cannot locate your greeter, call our Emergency Telephone. It's a free call from any phone (mobile or pay phone): **1-866-388-6543.**



Airports usually offer free WiFi. If you are able and have the contact information – TEXT or MESSAGE your designated greeter or your Local Coordinator that you've arrived. If they receive your text, they can tell you who is meeting you or connect with that person.

HOW AM I GETTING TO MY HOST FAMILY HOME?

CISS has arranged transportation for you, from the airport to your host family home or community. This might be:

- a hired private car
- a shuttle car or van with several students
- your host family who will personally meet you at the airport and drive you to their home.

Your airport greeter will tell you the option is arranged for you, and bring you to where you need to be to wait for your transport.

Don't worry, you will be taken to your host family home or to a central meeting point in your host community where your host family will meet you.

ONCE I'M IN MY NEW HOME...

- Greet your host family
- Connect with your parents to let them know you are safely in your new home
- Connect with your Local Coordinator – call, text, message them
- Discuss how the household works, the rules and routines
- Walk around your neighbourhood
- Ask your host to show you how to get to the transit stop, your school, the mall
- Settle in and get ready for a fabulous experience!!

WELCOME TO CANADA!!

www.cisscanada.com



HIGH SCHOOL CANADA



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