

# **EUROCENTRES CANADA**

## **STUDENT HANDBOOK 2014**

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## **I. GENERAL INFORMATION**

### **1. Introduction to Our Schools**

*Eurocentres Vancouver* has been providing quality English language training since 1990 and is conveniently located in the heart of downtown Vancouver, a city with modern conveniences and spectacular scenery. The school is situated in a trendy, modern building which provides a bright, clean, air-conditioned learning environment. Facilities include a student computer room (with free Internet access), a student resource learning centre, a student lounge, and a rooftop courtyard. The school is only a few minutes from all major transit services, Pacific Centre (Vancouver's largest shopping mall), and an abundance of shops and restaurants. Set on the coast, Vancouver offers mountains, lakes, rivers, islands and beaches for all to visit and enjoy. Vancouver is known to many as the most beautiful city in the world, making it an ideal location to study English. Eurocentres Vancouver combines the highest quality of language training with pristine natural beauty to provide students with an impressive and successful learning experience.

*Eurocentres Toronto* is conveniently located in Canada's biggest city and commercial centre. Students will have a chance to discover one of the most modern and exciting cities in North America. The new location, opened in February 2007, has been constructed using the Vancouver school's acclaimed design as a model building for learning. It is located in the heart of downtown Toronto, near a subway station and other transportation stops. Only a few steps away is King Street, home to Toronto's bustling and well-known Entertainment District, which attracts young people and theatre goers from all over. School facilities include a student computer room (with free Internet access) and a student lounge, where students can relax and chat in an informal setting. Eurocentres Toronto combines a world-class learning environment with Toronto's cultural diversity to provide students a full and effective English immersion experience.

### **2. Introduction to Vancouver & Toronto**

*Vancouver* is located on the West Coast of Canada in the province of British Columbia and is only a one-hour drive away from the USA. It is home to some of the most breathtaking natural beauty in the world, with the towering Coast Mountains rising high above the city and the Pacific Ocean lying at its feet. Founded in 1886, Vancouver now has a population of over 2 million inhabitants and offers all the amenities of a modern, cosmopolitan city with a multitude of shops, theatres and restaurants around every corner. Vancouver offers a very safe and clean environment along with a mild climate that makes living comfortable year round.

*Toronto* is located on the shore of Lake Ontario, one of the five Great Lakes, in the province of Ontario, Canada's most populous province and commercial centre. Toronto is known as one of the most cosmopolitan cities in the world, and attracts visitors from all over as a cleaner, safer alternative to big cities in the United States. With a population of nearly 5 million, Toronto is a place of superlatives; one of the world's tallest buildings, longest street in the world, third-largest theatre centre in the English-speaking world, more trees per person (10) than any of the world's big cities, and many others. Toronto boasts excellent sightseeing, shopping, theatre, festivals, dining, and parks, and an extensive and clean public transportation system that even runs into a ferry servicing Toronto's islands. The climate is quite hot in summer, very pleasant in spring and autumn, and cold in winter.

### **3. Introduction to Canada**

Canada is a magnificent country in which to live and study. It is situated amid natural beauty (mountains, prairies, forests, shorelines) and offers endless recreational and sightseeing opportunities. Canadian English is easy to understand as Canadians speak clearly, lacking a strong accent. The United Nations has ranked Canada as the No. 1 place to live in the world and, being a member of the G8, places Canada as one of the world's business leaders. Canada offers students a clean, safe and multi-cultural environment along with a low cost of living.

### **4. Vancouver & Toronto Weather**

*Average Daily Highs for Vancouver:*

Month	C °	Month	C °	Month	C °	Month	C °
January	5	April	18	July	23	October	14

*Recommended Clothing:* The summer months can be very warm in Vancouver, however students are recommended to have a raincoat regardless of the time of year that they are staying in Vancouver. If you will be living in Vancouver during the winter months (November - February) you should have a winter coat, gloves and waterproof footwear. Vancouver usually does not receive heavy snowfall, however snow will remain on the ground from time to time.

## Average Daily Highs for Toronto:

Month	C °	Month	C °	Month	C °	Month	C °
January	-1.3	April	11.5	July	26.5	October	14.2

**Recommended Clothing:** The season you are visiting Toronto will affect what clothes you bring with. The summer is quite hot, so if you're here for the summer months only, you will only need summer gear (i.e. shorts, t-shirts, jeans) and perhaps a light coat for evenings or rainy days. Nights can be quite cool in spring (April – May) and autumn (September – November), so it is recommended that students in these months bring sweaters and a heavier jacket. During the winter (December – March), you should bring as heavy a jacket as possible, warm gloves, and most importantly good waterproof boots for the three or four big snowfalls per year that occur. If winter clothing is not available in your country, it can be purchased here during your first week.

## 5. Non-Smoking City

Toronto and Vancouver are officially non-smoking cities, and it is against the law to smoke in a public place. If you need to smoke, you can smoke only in areas designated as smoking areas.

## 6. Payment

If payment is not received by the indicated due date, the student's registration may be cancelled including optional services such as Homestay & Airport Reception. The cancellation fee will then be applicable.

## 7. Required Documents

Please ensure that the school receives all required documents on or before the first day of school. These documents include the original signed application form and copies of the following: passport, immigration visa & medical insurance. Students who are under the age of 18 must also provide a signed Parental/Guardian Consent Form. This form can be obtained from the school or your agent.

## 8. Estimated Living Cost

On average, students spend between \$500 and \$2,000 on food, housing and entertainment each month. Below are some average prices for items in Canada.

Average Prices in Canadian Dollars (\$1.03 Canadian = \$1.00 US (8/13):

Movie	\$12.00	Big Mac	\$3.20	Public Buses	\$2.50 - \$4.75
Newspaper	\$1.50	Cup of Coffee	\$2.00	Compact Disc	\$14.99

## 9. School Hours

The school is open to students from 8:30 AM until 5:00 PM, Monday - Friday. The school is closed all day on Saturday, Sunday and public holidays.

## 10. Course Timetable

You will be informed of your actual timetable on the first day of class. Your timetable placement will be based on several factors including level, seat availability, course type and duration, registration type, payment status and nationality balance.

## 11. Textbook / School Supplies

Students should bring a notebook, paper, pens, an eraser, and an English-English dictionary. Textbooks (class sets) are provided for use in classes. Students wishing to use the textbooks for self-study and review might want to purchase a textbook. Interested students should speak to the Director of Studies.

## 12. First Day Orientation

All students **MUST** be present on the first day or they may lose their seat in their program. Students must arrive at the school by 8:40 AM, report to the registrar and go to the room designated. First day orientation will last until 12:40 PM. Students will be placed in a level based on their test scores and oral interview. They are also responsible for reading the orientation package, and knowing the Rules and Regulations of the school.

Students should bring:

- ♦ pencil, pen, eraser, and folder in which to put all their orientation handouts
- ♦ visa, passport, and **medical insurance** to be handed in to the Orientation Instructor

☞ Note: Only English-English dictionaries are permitted.

### **13. United States Visa**

Vancouver and Toronto are both located only a short distance from the United States border, making it a popular travel destination for some students. It is also the closest location to obtain a Study Permit for students who enter Canada on a Visitor Visa. We highly recommend that students wishing to visit the United States for any reason obtain a US Visitor Visa prior to arriving in Canada. It is very difficult, if not impossible, to obtain a US Visitor Visa for individuals who are from countries which do not participate in the US Visa Waiver Program.

### **14. Airport Reception**

This service is highly recommended for new students who have never visited Vancouver or Toronto and for all students with homestay. With this service students will be met at the airport by a school airport staff member, provided with an information package and safely transported to their homestay, hotel or other place of residence. It is not too late to register for this service and this can be done by contacting the school Registrar.

### **15. Arriving at the Airport**

#### *Vancouver*

#### *International Arrivals (Students with Airport Reception)*

**Study Permit:** After you have deplaned the aircraft, follow the signs to the immigration and customs area. Once in this area you will go down a set of escalators leading to passport control (immigration). You may be required to go to a second immigration office, located to the right, to have your Study Permit processed. After you have collected your baggage you will pass through customs clearance and enter into an area with a glass wall to the right. Do not stay in this area, continue towards the glass wall, through the doors and into the public meet and greet lobby. Once you have entered the public lobby look for a Eurocentres Vancouver staff member who will be waiting for you holding a Eurocentres sign with your name printed on the front.

**Visitor Visa:** After you have deplaned the aircraft, follow the signs to the immigration and customs area. Once in this area you will go down a set of escalators leading to passport control (immigration). After you have collected your baggage you will pass through customs clearance and enter into an area with a glass wall to the right. Do not stay in this area, continue towards the glass wall, through the doors and into the public meet and greet lobby. Once you have entered the public lobby look for a Eurocentres Vancouver staff member who will be waiting for you holding a red folder with your name printed on the front.

#### *Domestic Arrivals*

If you are arriving into Vancouver on a domestic flight you will have already cleared customs and immigration at some other point in Canada. A Eurocentres Vancouver staff member will be waiting for you at the baggage carousel designated for your flight.

#### *Toronto*

#### *Domestic & International Arrivals (Students with Airport Reception)*

If you are arriving in Toronto and have requested airport reception, you will be greeted, at Lester B. Pearson International Airport by our airport reception staff. All incoming flights (domestic and international) arrive at one of three terminals at Pearson. Once you have cleared Customs and picked up your luggage, you will be greeted by our reception staff at the **ARRIVALS** gate. For quick recognition, our friendly reception staff has a Eurocentres sign. He/She will wait inside the airport at the **ARRIVALS** gate. If he/she does NOT make contact with you, he/she will go to **CUSTOMER SERVICE** and have you paged. The intercom paging system is NOT transmitted outside of the terminals, so please wait **inside** the terminal. In the event that your flight is missed, delayed, changed, or late, you will be given (before you leave your home country) an emergency cell number to contact. Please contact our emergency cell number if you have any difficulties.

### **16. Homestay**

If you have selected Airport Reception, you will be transported and introduced to your host family by school airport staff. If you have not selected Airport Reception, it will be your responsibility to find transportation to your host family or accommodations. Students will receive their host family information prior to their arrival at Homestay. Homestay payments can be made on a monthly basis (28 days) provided that the first 2 months (56 days) is paid 30 days prior to arrival. 2 weeks notice must be given in writing for early cancellation of homestay accommodations.

### **17. Local Address**

Students not participating in our accommodations program must provide the school with their Vancouver or Toronto address at least 14 days prior to your arrival.

### **18. Flight Information**

Homestay information will not be sent until we receive your confirmed flight arrival information, even if you are not registered for Airport Reception. Please send your flight information at least 14 days before your arrival date. If your flight is delayed, contact your host family and inform them of the new arrival time. You should also inform the school of this delay by calling the hot-line number: Vancouver (604) 290-3412 or Toronto (647) 227-1209. If you change your flight, make sure that you immediately notify the school by fax with your new flight information. The school fax number is: Vancouver (604) 688-7985, Toronto (416) 542-9485.

### **19. Visa Requirements**

Visa requirements for those wishing to study in Canada vary depending on which country the student is from. For information on visas and permits and related requirements to study in any type of program in Canada please visit the official website at [www.cic.gc.ca](http://www.cic.gc.ca) Eurocentres Canada requires all students studying 6 months or longer in any of our programs to have a Study Permit. All students are required to comply with Canadian Citizenship and Immigration laws and regulations.

### **20. Medical Insurance**

Canadian health care is excellent, but it can be very expensive. It is mandatory that students have comprehensive medical and accident insurance. Insurance can be purchased directly from the school at an approximate fee of \$1.85 per day.

☞ Note: Students who will be staying in British Columbia for more than six months are eligible to apply for medical insurance through the Provincial Government after they have been in British Columbia for three months. This insurance costs approximately \$54 per month.

### **21. Transportation To and From School**

A variety of types of public transportation are available in Vancouver and Toronto. Students who are in homestay will be shown the proper public transportation route to get to school and back by their host family. Students who are not in homestay can inquire at the school regarding transit information. Transit fares will vary depending on the distance travelled.

### **22. Banking**

Students who are coming to Canada for a long period of time, 3 months or more, can open a bank account. We can provide students with information regarding which banks offer short-term student accounts.

Students wishing to seek financial advice while in Canada can speak to either the Director of Studies or the Activities Co-ordinator. The Director of Studies and/or the Activities Co-ordinator will refer students to an appropriate institution.

### **23. Legal Advice**

Students wishing to seek legal advice can speak to the Director of Studies. The Director of Studies will refer students to an appropriate legal advisor.

### **24. Child Care**

Students who require use of child-care services can speak to the Director of Studies or the Activities Co-ordinator. The Director of Studies and/or the Activities Co-ordinator will refer students to the appropriate agency.

### **25. Staying in Touch with Home**

*Mail Service:* Canada Post is the main provider of mail service in Canada. Post offices will offer a variety of services - such as international package service. Mail is delivered Monday through Friday to individual addresses and to boxes available for rent at most post offices. You should not send cash through the mail, but otherwise you can be fairly sure that your letter or package will be delivered safely.

*Telephone Service:* Telephone service is provided by local and long-distance telephone companies. If you live with a host family you should discuss with them the arrangements for making local and long-distance telephone calls. You can also purchase a phone card, which will allow you to make calls from any telephone. These phone cards can be purchased with a specific dollar denomination (i.e. \$5, \$10, \$25, \$50, etc.) and are available at many locations around the city. Before you make a long-distance call you should be aware of the rate, which applies to the time of

day you are calling. Generally, it is less expensive to call in the evening or on weekends. You should also be aware of the time in the country you are calling, as there can be a considerable difference in time.

*E-mail/Internet Service:* We provide free e-mail and Internet services in the Student Computer Room. Students interested in spending a lengthy period of time on the computers are advised to do so during non-peak times. The computers are not available for students' personal use during class time.

## **26. Safety**

Vancouver and Toronto are very safe cities, however as with any large city there is some crime. To protect yourself you should exercise the same caution that you would in any large city.

- ◆ Know which areas you should avoid at night.
- ◆ Do not walk alone at night. Walk in well-lit and well-travelled areas.
- ◆ Do not carry large sums of cash.
- ◆ Do not leave your backpack or purse unattended anywhere.
- ◆ 911 is an emergency number that you can call free at any time from any telephone in an emergency.
- ◆ If you have any questions or problems, speak with a school staff member.

## **27. Health**

An important part to staying healthy is eating a nutritious and balanced diet. Exercise and getting the proper amount of sleep can also contribute to your health. If you exercise regularly, eat a healthy diet and get the proper amount of sleep you will get sick less often, have more energy, and feel less stress. If you do start to feel sick, do not hesitate to get help. Speak with your host family or a school staff member to find out which health care facility you should go to.

## **28. Alcohol, Tobacco and Drugs in Canada**

### *Alcohol*

In Vancouver and Toronto alcohol can be purchased at government run liquor stores, wine stores, beer and wine stores, pubs, bars, lounges, clubs and some restaurants. It is also available at many golf courses and at concerts, sporting events and festivals. Besides government run liquor stores, you can purchase wine at private wine shops and at BC VQA (Vintners Quality Alliance) shops. Private wine shops often have wine that is not available in government wine stores. BC VQA shops sell only BC VQA wines. Alcohol is not sold in supermarkets, convenience stores or vending machines. The legal drinking age in British Columbia and Ontario is 19.

Most Canadian beers contain 5% alcohol. You can check the can or bottle for the exact percentage of alcohol since alcohol content is listed on all Canadian beer. In some US states, including California, beer with a 5% alcohol content cannot be called beer. It has to be called stout, lager, ale or something else. So if you're used to drinking American beer, you may be in for a surprise with the stronger Canadian beer. Also note that some American beer brewed in Canada may have a higher alcohol content than its American counterpart. Government liquor stores sell no soft drinks. Beside hard liquor, they sell soft cider and "non-alcoholic" beer and wine with an alcohol content of about .5%.

In Vancouver, government liquor stores recycle everything they sell: beer and wine bottles, beer cans and the boxes they came in. They refund the 10¢ or 20¢ deposit you paid on cans and bottles. About 85% of all cans, bottles and packaging sold in BC Liquor Stores are returned. In Ontario, The Beer Store also recycles beer bottles and beer cans. They refund the 10¢ or 20¢ deposit you paid on cans and bottles.

### *Tobacco*

Vancouver and Toronto are smoke free cities. Smoking is not permitted in restaurants, pubs, bars, lounges, clubs, malls, on public transportation, or in any public space or building. The legal smoking age is 19. In Toronto, the legal smoking age is 16, and the legal age to purchase cigarettes is 19.

### *Illegal Drugs*

Students must obey and respect all Canadian laws. It is illegal to use, buy or sell marijuana, heroin, cocaine and other illegal drugs in all of Canada.

## **29. Local Facilities, Services and Amenities**

All students in homestay have easy access to all standard household amenities. Students seeking information on Vancouver services and/or recreational facilities can speak to the Activities Co-ordinator.

## 30. School Contact Information

### Vancouver

Telephone: (604) 688-7942  
Fax: (604) 688-7985  
E-mail: [info@languagecanada.com](mailto:info@languagecanada.com)

### Toronto

Telephone: (416) 542-1626  
Fax: (416) 542-9485  
E-mail: [info@languagecanada.com](mailto:info@languagecanada.com)

## **II. EUROCENTRES CANADA STUDENT AUTHORIZATION APPLICATION PROCEDURES**

When reviewing and accepting registrations, EUROCENTRES CANADA considers the feasibility of students receiving their Student Authorizations prior to their anticipated departure date from the country they are applying from in accordance with the student's nationality, and the current policies, procedures and timelines being followed by the Canada Immigration Office from which they will be applying. EUROCENTRES CANADA may delay the course start date if the Registrar believes there is not a feasible amount of time for the student to receive their Student Authorization prior to their anticipated or scheduled departure date. EUROCENTRES CANADA expects that the student will make an application for a Student Authorization within 14 days of the issuance of their Letter of Acceptance from EUROCENTRES CANADA, unless the student is applying to EUROCENTRES CANADA many months before their scheduled start date. In the latter instance, it is the student's responsibility to confirm, complete, and submit all the necessary forms and documents as required by the Canadian Immigration Office, accurately and appropriately. **If the student cannot realize these conditions, he/she must notify EUROCENTRES CANADA within 14 days of the issuance of the Letter of Acceptance and notify the Registrar of the date the application for Student Authorization was made.** If it is then deemed that a later start date will be required, EUROCENTRES CANADA will issue a new Letter of Acceptance, and the student will then have 14 days to apply for the Student Authorization indicated above. **A student will only be eligible for a refund in accordance with Section 2 of the EUROCENTRES CANADA Refund Policy if the above conditions have been met.** Students wishing to postpone their course, and who have not realized the above conditions, will be charged the Administration Fee. Postponements will not be permitted if notice is received after the program start date.

## **III. WEBSITES OF INTEREST**

### Information about Canada

[www.canada.com](http://www.canada.com)

### Information for the Province of British Columbia

[www.mybc.com](http://www.mybc.com)

### Information for the Province of Ontario

[www.ontariotravel.net](http://www.ontariotravel.net)

### Information for the Lower Mainland

[www.vancouver.com](http://www.vancouver.com)

### Information for the city of Toronto

[www.city.toronto.ca](http://www.city.toronto.ca)

### Immigration Canada

[www.cic.gc.ca](http://www.cic.gc.ca)

### Public Transportation in Vancouver

[www.translink.bc.ca](http://www.translink.bc.ca)

### Public Transportation in Toronto

[www.city.toronto.ca/ttc/](http://www.city.toronto.ca/ttc/)

### Health

<http://www.hlth.gov.bc.ca/msp/>

[www.health.com](http://www.health.com)

<http://www.teenagehealth.com/>

### Activities and Trips in Vancouver

[www.supernaturalbc.com](http://www.supernaturalbc.com)

[www.whistler.com](http://www.whistler.com)

### Activities and Trips in Toronto

[www.cntower.ca](http://www.cntower.ca)

[www.ontariosciencecentre.ca](http://www.ontariosciencecentre.ca)

[www.canadas-wonderland.com](http://www.canadas-wonderland.com)

### Music

<http://www.vancouverentertainment.com/>

### Tickets for Music, Theatre, Sports

[www.ticketmaster.com](http://www.ticketmaster.com)

[www.showtimetickets.com](http://www.showtimetickets.com)

### Sports

[www.tsn.com](http://www.tsn.com)

### World News

[www.cnn.com](http://www.cnn.com)

### Free Email

[www.yahoo.com](http://www.yahoo.com)

[www.hotmail.com](http://www.hotmail.com)

#### **IV. MEDICAL CLINICS**

Please note: These clinics are direct pay for students with Student Guard Insurance. Students with their own medical insurance should contact their insurance companies regarding specific medical clinics to visit.

##### ***Vancouver Area***

University Village Medical Clinic 604-222-2273  
Christopher J. Hodgson, MD  
#228-2155 Allison Road, Vancouver

Coast Medical Clinic 604-569-3632  
1018 Seymour Street, Vancouver

Dr. Monam Ravaghi Inc. 604-568-3797  
Monam Medical Clinic  
1483 W. Pender street, Vancouver

Vancouver Medielinics 604-683-8138  
Plaza Level,Bentall 4, 1055 Dunsmuir Street, Vancouver

Dr. S Jabbour Medical Health Centre 604-558-0123  
212 Robson St. Vancouver

Stein Medical Clinic 604-688-5924  
550 Burrard St. #188

Care Point Medical Centre 604-687-4858  
711 West Pender Street

Yale Town Medical Clinic 604-633-2474  
1296 Pacific Boulevard, Vancouver

##### ***Other***

Lynn Valley Medical Clinic 604-988-5389  
1200 Lynne Valley Road, Suite 102  
North Vancouver

Royal Columbian Hospital 604-520-4253  
Contact: Pat Sprang, Financial & Accounting Dept.  
330 East Columbia Street, New Westminister

Park & Tilford Medical Centre 604-983-2442  
#1005-333 Brooksbank Ave, North Vancouver

##### ***Toronto Area***

The following clinics accept Student Guard insurance directly.

Appletree Medical Group 416-722-2370  
4G Spadina Avenue, Toronto,

Appletree Medical Group 647-722-2370

# Eurocentres Canada

Vancouver  Toronto

275 Dundas Street West, Toronto

**EUROCENTRES**

**Appletree Medical Group**  
1971 Queen Street East, Toronto

647-722-2370

**Etobicoke Walk-In & Family Physicians**  
100 Humber College Blvd, Suite 106B, Etobicoke

416-742-9449

Please note: For the following clinics, students will have to pay to use their services, but their insurance company will reimburse them.

**Queen Spadina Medical Centre**  
455 Queen St. W, Toronto

416-869-3627

**Crossways Clinic**  
2340 Dundas St. W., Toronto

416-392-0999

**Lakeshore Village Walk-In Medical Clinic**  
2885 Lakeshore Blvd. W., Toronto

416-259-5100

**First Canadian Medical Centre**  
100 King St. W., Toronto

416-368-6787

**The Doctor's Office**  
345 Bloor St. E, Toronto

416-515-0590

*Crisis Hotlines - Toronto*  
**Gernstein Crisis Centre**  
**Toronto Distress Centres**

416-929-5200

416-408-4357

**Dental**  
**Emergency Dental Clinic (No Appointment Necessary)**  
1650 Yonge St., Toronto.

416 - 485 - 7121

## **V. CHURCHES, SYNAGOGUES AND OTHER PLACES OF WORSHIP**

Here is a list of some local churches and synagogues. Most of them have a number of services and events during the week. Please call ahead for schedules of events and services.

### ***Vancouver***

#### **Tenth Avenue Alliance Church**

West Tenth and Ontario  
604-876-2181  
10:30 AM Celebration Service  
7:00 PM Mosaic on Saturday evenings

#### **Christ Church Anglican Cathedral**

Burrard at Georgia  
604-682-3848  
Call the Cathedral for a list of services and events

#### **Holy Trinity Anglican**

1440 W. 12th Ave  
604-731-3221  
Contemporary 9:30am and 7:00pm  
Book of Common Prayer 11:15am

#### **St. Anselm's Anglican**

5210 University Boulevard  
604-224-1410  
8:30am Prayer book Service; 10:30am Family Service

#### **St. Chad's Anglican**

3874 Trafalgar  
604-731-5510  
11:00am Service

#### **West Point Grey Baptist Church**

# Eurocentres Canada

Vancouver  Toronto

4509 West 11th Avenue  
604-228-9747

## **First Baptist Church**

969 Burrard Street  
604-683-8441  
9:00 & 11:00am Morning Services; 7:00pm Evening Service

## **Vancouver Buddhist Church**

220 Jackson Street  
604-253-7033

## **Christ Alive Community Church**

1155 Thurlow Street  
604-739-7959  
A Place of Reconciliation for All

## **Holy Rosary Cathedral**

646 Richards  
604-682-6774  
Mass: 8:00am, 9:30, 11:00, 12:30, 5:00-8:00pm

## **Second Church of Christ Scientist**

1900 West 12th Ave  
604-733-8040  
10:30am Church and Sunday School  
Wednesday Testimony: 8:00pm  
Reading Room: 604-733-4310

## **Rainbow Community Church**

1401 Comox Street  
604-689-2077  
6:30 Special welcome to gay, lesbian, bi-sexual and transgender

## **Islamic Information Centre**

3127 Kingsway  
604-434-7526

## **Ahmadiyya Muslim Community**

9570 River Road  
Delta, BC V4G 1B5  
604-583-4669

## **Christ Lutheran Church**

375 West 10th Ave  
604-874-2212  
Worship Service 10:00am

## **Universal Buddhist Temple**

525 East 49th Avenue

**EUROCENTRES**

604-325-6912

## **Congregation Beth Israel - Conservative**

604-731-4161  
E-mail: bethisrael@telus.net  
"Serving the whole community."

## **Louis Brier Home - Orthodox**

604-261-9376  
Our synagogue is friendly, "haimish," and open to families and friends.

## **Or Shalom (Jewish Renewal)**

710 East 10th Avenue  
604-872-1614  
As Jewish spiritual seekers, we aim for authenticity in our religious experience. We are egalitarian and creatively traditional.

## **Temple Sholom - Reform**

604-266-7190  
Temple Sholom is a Reform synagogue with a deep sense for tradition and customs.  
Email: templesholom@telus.net

## **Kerrisdale Presbyterian**

2733 West 41st  
604-261-1434  
10:00am Morning Worship

## **West Point Grey Presbyterian Church**

4397 West 12th Ave  
604-224-7744  
Sundays: 10:15 AM Hymn Sing  
10:30 AM Worship, Church School and Nursery  
Rev. Sylvia Cleland  
wassyl@telus.net

## **Community Spiritualist Church**

15 E 7th Ave  
604-874-2217  
Service with spiritual healing afterwards - 6:00, 7:30, 11:00am

## **International Spiritualist Alliance Church**

1A - 320 Columbia Street  
New Westminster  
BC V3L 1A6  
604-521-6336  
theisacanada@yahoo.ca

**Unitarian Church of Vancouver**

949 West 49th Ave  
604-261-7204

**West Point Grey United Church**

4595 West 8th Ave. (at Tolmie)  
Vancouver, BC V6R 2A4  
604-224-4388  
Email: wpguc@axionet.com  
10:30 Sunday Service and Children's Program

**St. Andrew's Wesley United Church**

1012 Nelson Street  
604-683-4574  
Services: 11:00am  
4:00pm Jazz Vespers  
Call for Other Services

**Bridge Church of North Vancouver**

Sunday services 10am at Capilano College  
Performing Arts Theatre  
Everyone is welcome!  
We offer excellent children's programs during the service.

**Toronto**

**Igreja Evangelica Vida Nova**

2365 St. Clair Ave West

**Iglesia Christiana La Roca Eterna**

1725 Finch Ave West  
416-630-6182

**St. Vladimir's Ukrainian Orthodox**

404 Bathurst St. 416-603-3224

**St. Andrew's United Church**

117 Bloor Street East  
416-929-0811

**Christian Community**

1766 Avenue Road  
416-783-6294

**Our Lady of Assumption**

2565 Bathurst Street  
416-787-4547

**United Church of Canada**

1102 Broadview  
416-425-6348

**Toronto Korean United Church**

300 Bloor Street West  
416-925-6261

**All Saint's Church**

315 Dundas Street East  
416-368-7768

**Holy Blossom Temple - Reform**

1950 Bathurst St.  
416-789-3291

**Shaarei Shomayim – Modern Orthodox**

470 Glencairn Ave.  
416-789-3213

**Masjid Toronto**

168 Dundas Street West  
416-596-0507

**VI. SAFETY FIRST**

**Welcome all to Canada!**

We hope you will learn lots, meet lots of people and have lots of fun! Canada has much to offer, from natural wonders, to great restaurants, to excellent clubs. Take advantage of your time here and do as much as you can, but most importantly, do so in the **safest way possible**.

Following are some safety tips for you so that you can make sure your time here is the best:

**Shopping:**

- Make sure you always get a receipt when you buy something. Check the receipt to make sure that the amount on the receipt and the amount charged to you is the same.
- If you are shopping on your credit card, make sure you get your card back from the shopkeeper.
- Never give your credit card number, or copies of your card to anyone unless you are ready to buy. Do not give your credit card number over the telephone.
- If someone asks you for money in order to collect a prize, this is illegal in Canada. If they want money, the prize is probably not real.

- When renting, be sure to pay by cheque – never cash. Look at the room before you rent it.
- If you arrange to meet with someone who advertises that they are a “conversation partner” or “tutor,” be very careful. Arrange to meet in a safe, public place and always take a friend with you. Do not pay for lessons in advance.

### **Street Crime:**

- Never carry large amounts of cash with you.
- Never pull out cash from your wallet in a public area.
- Do not walk around like a tourist – with your map open and your camera around your neck.
- Don’t leave your purse, camera, backpack etc. unattended. Petty theft is common.
- Stay out of dangerous neighbourhoods – ask your Homestay or teachers for advice.
- Do not go out at night alone. Walk in areas that are well-lit, have lots of people and are viewed as safe.
- If a stranger comes up to you in the street asking for money - they may pretend to be a lost student, they may pretend to need the money for the bus - do not encourage them, politely refuse. These people are “panhandlers”. There are agencies who help them with free meals and shelter.
- Never give out personal information: address, phone number etc.
- If someone threatens you with violence, give them the money and quickly report the robbery to the police. Do not fight back. The best defence is to run away to the nearest police station, if you can do so safely, if you can’t, run to a business with lots of people. Tell security or someone in a position of authority what happened to you. Always report a crime to the police.

### **Going Out in the Evenings:**

- Always go with a group of friends.
- Do not accept food or drink from another person, unless you have seen it being prepared. Unfortunately, there are a lot of drugs in clubs right now.
- Be sure to know how you will be getting home. Check your bus/seabus schedule to make sure you do not miss the last bus.
- Never drink and drive.
- Never accept a ride home from a stranger.
- Never hitchhike.
- If someone you have met is bothering you, tell someone at the place where you are.  
If you have stopped a friendship because you no longer feel comfortable, and this person continues to bother you, tell someone. Do not keep harassment to yourself. In Canada, it is illegal for someone to contact you if you have told them to stop. Tell a friend or a teacher. If you feel threatened, tell the police.

### **Emergency Contacts:**

- Police, Fire, Ambulance - **dial 911**
  - Victim Information Line – dial **1-800-563-0808 (Vancouver)**
  - Victim Support Line – dial 1-888-579-2888 (Toronto)
    - Know where the closest hospital and police station are to where you live.
- Keep their numbers in your wallet.

## **VII. EUROCENTRES FIRE SAFETY & EXIT PROCEDURES**

### **Vancouver**

#### **• Rooms A, B, C, D, E, F, G, H, and I:**

Exit through the South emergency exit door and down the South Stairs. Room I will be the last one to exit ensuring that the emergency door is closed. Teachers from these classrooms are to report attendance to Fire Marshall A.

#### **• Rooms J, K, L, M, N, O, P, Q, and Administration:**

Exit through the main lobby door and down the North Stairs. Room M will be the last one to exit ensuring that the lobby door is closed. Teachers from these classrooms are to report attendance to Fire Marshall B.

- Please leave belongings in the classroom. Only take essential valuables. Ensure the classroom door is closed behind you as you exit. If you have left the class for any reason, find the nearest escape route (the North or South Stairs). Never take the elevator. Once outside, proceed to the Hornby Street Park and meet with your class and class teacher.
- See Fire Escape Plan posted on the wall of each classroom and familiarize yourself with your class' escape route. If you have any questions, please ask your core teacher or the Director of Studies.

**Toronto**

- In the event a fire alarm rings, exit in an orderly manner using the nearest door. Assemble on the North East side of Richmond and Peter Streets and wait with your class and for your teacher to take attendance.

- **Rooms 1, 2, 3, 4, 5, 6, 14, Administration, Staff and Student Lounges**

Exit through the main lobby door and down the stairs to the left at the end of the hall. Room 6 will be the last room to exit and ensure that the Lobby Door is closed. Teachers from these rooms are to report attendances to Fire Marshal A.

- **Rooms 7, 8, 9, 10, 11, and 12**

Exit through the emergency exit door and down the stairs immediately to the right of the door. Room 12 will be the last one to exit, ensuring that the emergency door is closed. All teachers from these classrooms will report attendances to Fire Marshal B.

- Please leave belongings in the classroom. Only take essential valuables. Ensure the classroom door is closed behind you as you exit. If you have left the class for any reason, find the nearest escape route and meet with your class and class teacher.

- See Fire Escape Plan posted on the wall of each classroom and familiarize yourself with your class' escape route. If you have any questions, please ask your core teacher or the Director of Studies.

## **VIII. WHAT IS INCLUDED IN THE TUITION FEE FOR YOUR EUROCENTRES COURSE**

### **Useful Materials**

- Teaching materials to help you improve your English
- A Eurocentres handbook to give you an introduction to the school and local area
- Access to our Learning Centre which includes:
  - computer facilities
  - Audio-Visual Material
  - ESL software
  - CD-Roms
  - Grammar books
  - Daily Newspapers and more
- A professional certificate to confirm the details of your course and attest to your English language ability.
- Business English Diploma for ESP course graduates

### **Academic Support**

- A placement test on your first day
- A face-to-face speaking test on your first day
- Self-study recommendations for 5 hours a week to help you reach your language learning goals
- Written homework twice a week
- Regular advice on your progress
- A written and spoken progress test at least once a month and before you leave
- Access to one-on-one counselling for academic and personal reasons

### **Exam Support**

- Elective options: TOEFL, Business and TOEIC, Cambridge, IELTS
- The option to sit practice exams for TOEFL, TOEIC, IELTS, FCE and CAE exams
- A chance to give input into your program through feedback sessions with your teacher
- Assistance in registering for exams
- Exam advice

### **Social and Cultural Support**

- One free social activity per week at the school
- Conversation Club
- Free e-mail and internet access
- Conveniently located premises - near shopping, cafes and more
- Advice from our Activities Co-ordinator about how you can integrate more fully into Canadian culture

## **IX. FIRST DAY ORIENTATION AND SCHOOL INFORMATION**

### **1. Eurocentres Canada**

Welcome to Eurocentres Canada! This orientation package will give you important information about the school and living in Canada. It is important that you read this carefully.

#### *DAY ONE*

##### Placement:

On your first day of school, you will have **orientation and testing** from 8:50 am until approximately 12:40 pm. At this time, you will take a test that checks your grammar, vocabulary, reading, writing, listening and speaking. These tests will tell us the level in which you should be placed.

##### Finding your classes:

At 1:30pm on your first day of school, you should consult the Academic Board to **copy your timetable** and go to classes. Remember, many other students will be doing the same thing. These are the steps you should follow:

1. Look at the **Master Student Schedule** to find your name.
2. The classes will be listed as either morning (AM) or afternoon (PM) classes. Depending on your program, you may have 1-3 classes listed with your name.
3. Copy the information written beside your name on a piece of paper. Use this information to find your class, classroom number, and electives. Look at the example below.

Name	Time	Class	Classroom
Tan Hui-Min	AM	UPPINT-A	Classroom P (Vancouver) Classroom 7 (Toronto)
Ochoa Jose	AM	INT-A	Classroom H (Vancouver) Classroom 3 (Toronto)
Ota Rie	PM	Business	Classroom J (Vancouver) Classroom 8 (Toronto)

### **2. Who to talk to at Eurocentres Canada**

All of the staff at EUROCENTRES CANADA will try to help you in any way that they can. But, in order to get the best help, quickly, you should try to speak to the person who is suggested below. This person will be most familiar with any questions or problems you may have. **To make an appointment, submit a completed Student Request Form located in the cabinet in the Learning Centre.**

Title	Area
First Aid Attendant <b>VAN</b> CSC (Client Services Coordinator) <b>TOR</b>	If you are feeling sick or have been injured in the school.
Instructors	to discuss problems understanding the lesson, homework and general progress
Financial Manager <b>VAN</b> CM (Centre Manager) or CSC <b>TOR</b>	course payment, registration, registration for private lessons and purchasing medical insurance
Senior Teachers	to make appointments, washroom codes, general enquiries, textbooks, TOEFL sampler CD-Rom, to sign out Learning Centre materials and Conversation Club
Social Program Co-ordinator	monthly activities/events, excursions, study holiday, adventure tour, group programs, youth programs

Director of Studies

student counselling - academic and personal,  
course and level changes, textbooks, attendance  
(absenteeism), student orientation, curriculum  
questions, problems with instructors, crisis  
counselling.

Accommodation Co-ordinator **VAN**  
**CSC TOR**

Homestay placement, payment and changes,  
student cards

Centre Manager **VAN**  
**CM TOR**

any unresolved questions or concerns.

**Note: Language Assistance is available in emergency situations such as accidents or serious illnesses.**

### **3. Eurocentres Canada Curriculum**

EUROCENTRES CANADA has developed its own curriculum, which is a balance of **speaking, listening, reading and writing**. In each term, your core classes will have been developed around a topic area such as transportation, technology, art, etc. This has been done so that you will be able to use and practice the new and familiar topic vocabulary in many ways. In your speaking classes, you will have the opportunity to practice several conversation techniques, as well as speaking functions such as describing, advising, inviting, and complimenting. In your grammar classes, you will be able to practice and expand on the grammar focus specific to the level. Your electives will give you the opportunity to develop your English in ways that suit your interests.

### **4. How to improve your English**

- a) Attend all classes and be on time.
  - if you must be absent, please call the school and leave a message telling why you cannot come to school. You should ask your teacher if you missed any work.
- b) Always speak English.
  - all students must speak English at all times inside the school (see English Only Policy).
- c) Participate in class and do your assignments.
  - students who participate in class tend to improve more quickly. It also helps your teachers identify your weak areas so that they can help you improve. Studying for tests and completing your homework assignments are both important to improving English.
- d) Always be prepared for your lesson.
  - be sure to bring a pencil, pen, eraser and writing material to class. We suggest that you use a three-ring binder with dividers to organize your class material. Students may purchase a textbook if they feel so inclined. **Only English dictionaries are allowed in class.**

### **5. Requesting Elective Class Changes**

If you want to change an elective, you must submit a **student request form** to the Director explaining your request for change **no later than Thursday** of any given week in order for the change to take place on the following **Monday**.

### **6. Counselling**

The Director of Studies is available for counselling. You can talk about any concerns you might have about your classes, lessons or teachers. For Homestay concerns you should make an appointment with the Accommodations Co-ordinator. You can also meet to talk about any personal problems that you need help with. **Please make an appointment.**

### **7. Social Program**

EUROCENTRES CANADA plans many monthly activities such as bowling, cycling, hiking, parties, and theatre excursions. Activities will be posted on the **Student Activity Board** for all students who are interested. Please read the information carefully. If you are interested, be sure to sign your name. If you have any ideas, you can tell them to the **Social Program Co-ordinator**. Remember, you must have **medical insurance** to participate in any activity. Please note that some activities do have an age restriction due to Canadian laws.

#### **8. Visa and Medical Insurance Information**

**Every student must have medical insurance and the appropriate authorization** from Immigration Canada. Please give a copy of these documents to the school. If you do not have these documents, we can help you. Remember that you are responsible for checking the expiration date of your documents and keeping your papers up to date. If you want to extend your visa, be sure to contact the proper authorities **a minimum of 6 weeks before** the date of expiration.

#### **9. Eurocentres Certificates**

To receive a Eurocentres certificate at the end of your course, you must abide by all Eurocentres Canada school rules and policies, including attending a minimum of 80% of classes.

#### **10. Eurocentres General Terms and Conditions of Business Refund Policy**

All students must read and understand the Business Refund Policy. Any questions should be directed to school management. The refund policy can be found on the back of the price list, which is available at the front desk upon request.

#### **11. Eurocentres Canada English Only Policy**

The primary purpose for students coming to EUROCENTRES CANADA is to learn and improve their English. In order to do this, EUROCENTRES CANADA promises to provide their students with a quality curriculum, qualified instructors, and an English only atmosphere. Not speaking English affects your improvement and is damaging to the learning environment. Therefore, EUROCENTRES CANADA has a **strict English Only Policy** as follows:

*1. First Infraction:*

If a student is found not speaking English for the first time by a teacher or staff member, they will receive a **verbal warning** and his / her name will be **placed on a list**.

*2. Further Infractions:*

Any further infractions may result in indefinite suspension or dismissal without refund from the school.

#### **12. Eurocentres Canada Dismissal Policy**

In the event that a student does not follow one of the EUROCENTRES CANADA school rules, the following procedures will be applied (Note - this does not apply to rule number one which is governed by EUROCENTRES CANADA'S strict English Only Policy):

*1. First Infraction*

The student will receive a verbal warning.

*2. Second Infraction*

The student will participate in a disciplinary interview with the Director, receive a letter of warning, and a possible suspension.

*3. Third Infraction*

The students will be put on suspension or dismissed from the school.

#### **13. Eurocentres Canada Dispute Resolution Policy**

Should a student wish to dispute a decision made by a teacher or staff member, or register a complaint, they may do so in writing. Please note the following:

1. All disputes will be accepted by the Centre Manager or President of Eurocentres Canada in writing only.
2. All disputes will be dealt with within 14 days of reception.
3. Eurocentres Canada is bound by and adheres to the *Languages Canada* Dispute Resolution Policy. A copy of this policy is available to students.

Note: Further information on complaints can be found in the Eurocentres General Terms and Conditions of Business.

### **X. EUROCENTRES CANADA SCHOOL RULES**

**EVERY EUROCENTRES CANADA STUDENT MUST ABIDE BY THESE RULES. IF A STUDENT DOES NOT FOLLOW THESE RULES, HE OR SHE MAY BE DISMISSED FROM EUROCENTRES CANADA IN ACCORDANCE WITH THE EUROCENTRES CANADA DISMISSAL POLICY.**

1. You **must speak English** inside the school and building **at all times!** Not speaking English in the school is damaging to the learning environment. Should there be a need to remind you of this more than once, you will be asked to meet with the Director of Studies responsible for counselling, and you may have placed your position in this school at risk.
2. You must obey and respect all Canadian laws.
3. You must observe and respect any advice, counsel or guidelines provided to you by EUROCENTRES CANADA staff.
4. You must not use foul or indecent language in or about the school and its premises. No wild or rough activities will be permitted at any time. Please keep quiet in the office building.
5. Cheating on tests and any form of plagiarism is strictly **forbidden**.
6. School starts at **8:50 am** in the morning, **1:40 pm** in the afternoon. Be on time! If you are late, the teacher may not admit you to class and you will have to wait until the next break to enter the classroom. **Attendance will be taken in every class.** If you are not here on time, you will be marked absent. This is important for level assessment, Student Visa Renewals and Certificates. You must maintain 80% attendance in every term. Please notify the school if you must be absent or leave early. **Not doing so may result in your being suspended without notification.**
7. **You may apply, in writing, to be absent from school for up to 10 days (i.e. a Holiday) for every 12-week term.** The request will only be approved if you are maintaining at least 80% attendance and demonstrating satisfactory effort in your classes. **Requests must be submitted 4 weeks before the intended holiday starting date.** (An administration fee may apply.)
8. If you are absent for more than 9 consecutive school days, without notifying EUROCENTRES CANADA in writing, you will be classified as having dropped out.
9. Requests for school reports, certificates and letters for re-entry into Canada should be received **2 weeks** in advance.
10. Lunch is to be eaten inside the student lounge only - **food or beverages are not allowed in classrooms, computer lab nor the student resource learning centre.**
11. There is **no smoking** in or around the building nor in the washrooms and hallways. Information on Smoking by-laws is available from the Senior Teacher.
12. There is a 25 cent charge per sheet for photocopying. You must ask your teacher to help you with anything connected to class work. Sending a fax is \$3.00 for the first page, \$1.00 for each additional page. Receiving a fax is \$1.00 per page.
13. Please **make an appointment** with a teacher or staff member, in writing, through the Student Services Manager **for any private counselling.** We will be happy to help you.
14. The computer room will remain **closed to all students who should be in class.** Students who are late or skip classes do not have access to the computers during their class time. Computers are free to use any other time. All documents must be **saved onto disk**, as the hard drive will be erased daily.
15. Please inform a staff member if you are going to study in the school after 4:30 p.m.
16. In order to provide a complete immersion experience only an English dictionary or an English learner's dictionary may be used.
17. It is the responsibility of all **students in Homestay to read** and follow the **EUROCENTRES CANADA Homestay Regulations and Guidelines** for students. If you do not have **a copy**, you must ask for one **at the Front Desk** immediately and read it carefully.
18. Cell phones, MP3 players, and any other electronic devices must be turned off during class time. Any calls made in the school must be in English only.

*We hope your experience at Eurocentres Canada is a positive one!*

## **XI. EUROCENTRES CANADA ADDITIONAL RULES AND REGULATIONS FOR MINORS**

Students that are 18 years old or younger are considered to be minors. This means you will need to be supervised by an adult, and that in addition to abiding by Eurocentres Canada School Rules and Regulations, you must also abide by an additional set of rules that are specific to minors. These rules are as follows:

1. You must receive permission from your host family or legal guardian to be absent from dinner and to go out in the evenings or weekends. In the event permission is granted, you must inform your host family of your

whereabouts and whom you are with.

2. You must obtain permission from your host family or legal guardian to spend the night away from your host family's home. In the event permission is granted, you must give your host family the telephone number and address of where you are staying as well as the name of whom you are with.
3. If you are found in possession of an ID card misrepresenting your age, you will be expelled from the school.
4. You must attend all classes unless you are ill. In the event of illness your host family must call the school to notify the staff of your condition.
5. If you are under **16 years of age**, you must receive permission from Eurocentres Canada staff to leave the school building at any point during the day.
6. If you are **under 13 years of age**, you must have supervision while travelling to and from school.

In addition to abiding by Eurocentres Canada School Rules and Regulations, minors must also abide by Canadian Laws. Below is a list of important Canadian laws that you must be aware of.

1. It is illegal for anyone under the age of 16 to drive.
2. It is illegal for anyone under the age of 16 to smoke.
3. It is illegal for anyone under the age of 19 to buy tobacco products.
4. It is illegal for anyone under the age of 19 to buy, be served or consume alcohol.
5. It is illegal for anyone under the age of 19 to enter a drinking establishment.

## **XII. LEVEL ASSESSMENT - SELF CHECK LIST**

In order to advance to the next level, you must meet the following requirements. EUROCENTRES CANADA recommends that you ask yourself these questions and determine your answers before making an appointment to meet with the counsellor.

### **1. Class Participation:**

You must participate in all classes. This includes speaking individually and in groups, and completing written assignments. If you do not participate in class, your instructors will be very limited in the ways that they can assess your English ability.

- \*Do you frequently volunteer answers and ideas in class?
- \*Do you ask the teacher and other students questions related to the lesson?
- \*Do you speak only English in school?
- \*Do you make an effort to try new words and sentence structures?

### **2. Appropriate Speaking Level:**

Communicative ability is an important part of the EUROCENTRES CANADA curriculum. On the first day of class, you are interviewed by a teacher and your speaking ability is assessed. As well, your instructor will continue to evaluate your speaking level every day in class. Every two weeks, your instructor will write a report on your progress. Every instructor will make comments about your speaking level on this report.

- \*Is your speaking level appropriate for the next level?
- \*Can you express your ideas fluently?
- \*Is your pronunciation clear?
- \*Is your intonation appropriate to the sentence structure and situation?
- \*Can you make yourself understood?
- \*Do you answer using longer sentences, and give explanations rather than using simple one-word answers?

### **3. Attendance:**

Good attendance shows your instructor a willingness to work hard and learn.

- \*Do you attend all classes?
- \*Are you on time?

### **4. Class Assignments:**

Class assignments are an important means of assessing your English level.

- \*Do you work hard on all your assignments, both oral and written?
- \*Do you hand in all your homework?
- \*Do you hand in your assignments on time?
- \*Do you check your own work for mistakes before handing it in?

### **5. Appropriate Test Score:**

Teachers use the monthly grammar evaluation as a means of assessing your grammar progress and deciding whether

you are ready to move to the next level.

\*Are you writing the monthly grammar test?

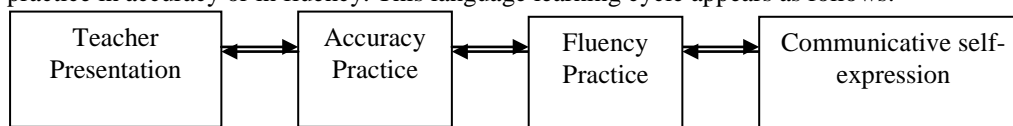
\*Is your test score appropriate for advancement to the next level?

If your answers to the above questions are all Yes, EUROCENTRES CANADA suggests that you make an appointment to speak to the counsellor to discuss your situation. If the majority of your answers are No, a counselling session with regard to study strategies may be helpful. Remember that all course and class changes must be made By Thursdays at the latest.

### **XIII. EUROCENTRES METHODOLOGY**

The teaching of real language for a real purpose in *an action-oriented approach* is at the heart of Eurocentres methodology.

We teach the language you need to communicate in real life. You do exercises to improve your *fluency* and your *accuracy*. And then we provide activities which require real communication. We pay very careful attention to the degrees of control in the practice leading from initial presentation of new language towards realistic communicative use of that language. Working in the other direction, we use communicative activities to identify your need for practice in accuracy or in fluency. This language learning cycle appears as follows:



The coherence of the *links* between presentation of new language and free practice in the realistic use of that language is one of the most significant signs of quality in a language course. It is the basis of the communicative approach.

This is why, in a Eurocentres course, we place such an emphasis on:

***consultation and planning***

Framework

and on

***activity***

Experiential Learning

and on

***assessment***

Monitoring Your success

Your class teacher identifies your needs with you. The team of 2-3 teachers plans a program integrating the language you are learning with the skills practice and activities you experience. They consult you about this every week. They tell you the plan for every day. On a Eurocentres course we treat you as a partner. We make you feel at home. We help you concentrate – and learn.

### **IVX. EUROCENTRES FRAMEWORK**

The Framework for our approach is provided by the Eurocentres Scale of Levels, which is based on over 15 years research and development. They were further developed to produce the ***Common European Framework***, and the related official European ***Language Passport***, both of which were launched in 2001-2.

You can use the Eurocentres Scale of Levels to set yourself an aim, and to see where you are now. You can use the ***Progress Calculator*** to see how much language practice you might need to reach your aim.

When you take a Eurocentres course, we use a placement test to put you in a class at the best level for you. A summary of the level entitled ***Our Aims*** tells you the key things you will be able to do when you achieve the level. The ***Examination Chart*** shows you which exams are available. The ***Weekly Plan*** shows you the Topics, the Tasks and Skills, the Grammar and the Vocabulary, which are the focus for the week. Your class teacher explains how this week's work relates to the overall aims.

Our teachers use an analysis of the ***Language Resources*** necessary to use the language successfully in ***Communicative activities*** at each level. This helps them to plan your course with you. Many writers have highlighted that competence in a language has these two sides to it:

***Language Resources***  
*Knowing a language*  
*Accuracy*

***Communication***  
*Knowing how to use a language*  
*Fluency*

On the one hand you need language resources: knowledge of the grammatical structures, the vocabulary, the turns of phrase and pronunciation necessary in order to be able to communicate. On the other hand you need communicative

interaction: Experiential Learning in which you get used to formulating what you want to say, reacting spontaneously, finding ways around difficulties of expression. A balanced competence in both aspects is necessary to ensure continuing success. That's why we make sure that you make progress in both aspects of language learning when we Monitor Your Success.

## **VX. EXPERIENTIAL LEARNING**

Learning a language is more like learning swimming than learning economics. You can only learn to swim by swimming. A certain amount of information about swimming is useful. Practice in isolated strokes is vital. But you have to have lots of experience of actually swimming. That experience brings automaticity: things start to take care of themselves. Then you can just polish your technique.

This is why the best place to learn a language is in a region where it is spoken – where you can live the language. This is why it is vital to acquire confidence, to get a habit of relaxing and letting your language just come. That means lots of experience of using all your language resources to express what you really mean to say *fluently*. That is why our Framework is based on activity.

To make sure you achieve your potential, everybody takes great care to see that you feel comfortable. We check that the activities you experience are exciting, pleasant, challenging – and *varied*.

Successful learning involves a mixture of *work and fun*. Learning involves concentration – but you concentrate best when you are also having fun. Good teaching stimulates hard work by engaging curiosity and creativity. Fluency is developed in grammar games, quizzes, role-plays, and simulations, in which motivation and attention are harnessed by play instincts. Every week there is a longer fluency activity taking at least one lesson. These longer activities are used for Monitoring Your Success.

In addition to this, each Eurocentres school develops an *experiential syllabus*. We take care to ensure that you have all kinds of different pedagogical, cultural, social and personal experiences during your stay. This makes your stay unforgettable. It makes the language you learn significantly more memorable too!

## **XVI. MONITORING YOUR SUCCESS**

In Eurocentres we pay great attention to evaluating the course and to checking that your language is developing successfully. There is regular homework to reinforce what you learn in class. There is a feedback session every Friday, which is used to discuss the previous week and the plans for the following week. Often there will then also be a quiz on the language learnt that week. At regular intervals, school management talk to groups of students about the programs and their experience of progress. Students staying on an Academic Year Program have a tutor who keeps an eye on their progress, and to whom they can go for help at any time.

We have also developed our own progress assessment approach, which reflects our concern with the development of both your *accuracy* and your *fluency*. At regular intervals and at the end of your stay the level your language has reached will be assessed. There are two tests reflecting the philosophy behind our Methodology and the basis of our Framework of levels:

The test of your *language resources* is taken from a bank of questions testing your knowledge of the grammatical structures, the vocabulary, the turns of phrase necessary in order to be able to communicate at your level. This test may be taken on paper, or on computer in the learning centre.

The test of your *communicative ability* may not appear to be a test. Every two weeks, you have a longer communicative activity, which the teacher uses to spot your strengths and weaknesses. This is part of our approach to Experiential Learning. Of course, your teachers already have a good impression of what you can do, but they follow a standardized assessment procedure, in order to ensure that their impression is fair. It is all part of the Eurocentres guarantee of quality teaching, based on proven methods and objective evaluation standards.

## **EUROCENTRES COURSE DESCRIPTIONS**

### **1. Basic (Core Program) Course**

#### *Overview*

The Basic course, with 20 lessons per week, is intended for students who want to combine language learning with other activities during their stay.

Class Size: 10-14

Semi Full-Time: 20 x 50 minute lessons per week plus 5 hours self-study in the Learning Centre.

Levels: 1-9

*Instructors*

Trained, qualified staff who specialize in teaching in their native language to adults. Classes are taught by a team of 2 teachers, one of whom has overall responsibility for directing your varied and fully integrated program. The teachers will use your feedback in their weekly and daily work plans taking account the needs of the individuals in the class.

*Areas of Language Studied in the Course*

Eurocentres Canada methodology concentrates on

- a) developing learners' ability to communicate in the language through specially designed activities
- b) ensuring a sound knowledge of the language system
  - Grammar and Vocabulary  
You will work on grammar by studying and practicing the way it is used in context and develop your vocabulary skills. The focus will be on giving you an accurate grasp of appropriate language at your level to be able to express what you want to effectively.
  - Oral Skills and Listening Skills  
There is a strong emphasis on building fluency in oral skills, with daily speaking practice and regular discussions and communicative activities.
  - Reading and Writing Skills  
Written skills and developed as a preparation and follow up to oral practice.
  - Computer Exercises  
There will be opportunities to reinforce grammar and vocabulary being learnt with specially designed computer exercises.

**2. Specialized Intensive Course / Cambridge (FCE / CAE) Intensive Course**

*Overview*

This course is designed for people who would like to learn a language at an accelerated pace. Time spent in the classroom is complemented with outside studies and work to be completed in the Learning Centre. The Intensive Course consists of the 20 core lessons per week plus 1 (5-lesson per week) Elective option.

Class Size: 10-14

Full-Time: 25 x 50 minute lessons per week plus 5 hours self-study in the Learning Centre.

Levels 1-9 (4-10 for Cambridge Intensive Course)

Elective Options: One elective option is included. Students can choose from: TOEFL/Cambridge/Fluency (General English) /Business/TOEIC, Academic Writing & Speaking, and IELTS.

*Note: All elective options may not be available at both schools.*

*Instructors*

Trained, qualified staff who specialize in language teaching and are teaching in their native language to adults. Classes are taught by a team of 2-3 teachers, one of whom has overall responsibility for directing your varied and fully integrated program. The teachers will use your feedback in their weekly and daily work plans taking account the needs of the individuals in the class.

*Areas of Language Studied in the Course*

Eurocentres Canada methodology concentrates on

- a) developing learners' ability to communicate in the language through specially designed activities
- b) ensuring a sound knowledge of the language system
  - Grammar and Vocabulary  
You will work on grammar by studying and practicing the way it is used in context and develop your vocabulary skills. The focus will be on giving you an accurate grasp of appropriate language at your level to be able to express what you want to effectively.
  - Oral Skills and Listening Skills  
There is a strong emphasis on building fluency in oral skills, with daily speaking practice and regular discussions and communicative activities.
  - Reading and Writing Skills  
Written skills are developed as a preparation and follow up to oral practice.

- **Computer Exercises**  
There will be opportunities to reinforce grammar and vocabulary being learnt with specially designed computer exercises.

### **3. Specialized Super-Intensive Course / Cambridge (FCE / CAE) Super-Intensive**

#### *Overview*

This is our most intensive, personalized and comprehensive course. It is geared for the serious student of English who wants to maximize his or her study time with more in-class hours. This is the perfect course for students interested in acquiring the most comprehensive English skills at the fastest possible pace for language building purposes. The Specialized Super-Intensive Course consists of the 20 core lessons per week plus either one 10 lesson elective class per week or two 5-lesson per week elective classes.

Class Size: 10-14

Full-Time: 30 x 50 minute lessons per week plus 5 hours self-study per week in the Learning Centre.

Levels 2-10 (4-10 for Cambridge Super-Intensive Program)

Elective Options: One or Two elective options are included. Students can choose from Cambridge/Fluency (General English) / Business/TOEIC, Exam Skills, Academic Writing & Speaking, Fluency

*Note: All elective options may not be available at all times, at both schools.*

#### *Instructors*

Trained, experienced staff who specialize in teaching English and in the case of the exam course, preparing students for the examinations concerned. They are extremely familiar with the exam format and typical content. Classes are taught by a team of 2 teachers, one of whom has overall responsibility for directing your varied and fully integrated program. The teachers will use your feedback in their weekly and daily work plans taking account the needs of the individuals in the class.

#### *Areas of Language Studied in the Course*

The general language development concentrates on developing your knowledge of the language system and overall ability to communicate so as to bring you up to your goal level or the level required by the exam.

- **Grammar and Vocabulary**  
You will work on grammar by studying and practicing the way it is used in context and develop your vocabulary skills. There is a strong emphasis on building up your control over language repertoire, on helping you to notice and correct your own mistakes.
- **Oral Skills and Listening Skills**  
There is daily speaking practice and regular discussions and communicative activities.
- **Reading and Writing Skills**  
Written skills are developed systematically.
- **Computer Exercises**  
There will be opportunities to reinforce grammar and vocabulary being learnt with specially designed computer exercises.
- **Exam Preparation**  
In the Cambridge Super Intensive Course there will be classes focused on exam practice.

### **4. IELTS Basic, Intensive or Super-Intensive Course**

#### *Overview*

The IELTS Basic, Intensive or Super-Intensive courses allow you to choose the best course for you in preparing for the IELTS exam. Take 20 morning lessons studying IELTS specific material or combine it with 5 lessons per week in an afternoon IELTS Exam preparation elective class and an additional 5 specialized lessons in fluency (Super-Intensive option).

Class Size: 10-14

Full-Time: 20, 25 or 30 x 50 minute lessons per week plus 5 hours self-study in the Learning Centre.

Levels: 4-10

#### *Instructors*

Trained, experienced staff who specialize in teaching English and in the case of the exam course, preparing students for the examinations concerned. They are extremely familiar with the exam format and typical content. Classes are taught by a team of 2 teachers, one of whom has overall responsibility for directing your varied and fully integrated program. The teachers will use your feedback in their weekly and daily work plans taking account the needs of the individuals in the class.

*Areas of Language Studied in the Course*

The general language development concentrates on developing your knowledge of the language system and overall ability to communicate so as to bring you up to your goal level or the level required by the exam.

- **Grammar and Vocabulary**  
You will work on grammar by studying and practicing the way it is used in context and develop your vocabulary skills. There is a strong emphasis on building up your control over language repertoire, on helping you to notice and correct your own mistakes.
- **Oral Skills and Listening Skills**  
There is daily speaking practice and regular discussions and communicative activities.
- **Reading and Writing Skills**  
Written skills are developed systematically.
- **Computer Exercises**  
There will be opportunities to reinforce grammar and vocabulary being learnt with specially designed computer exercises.
- **Exam Preparation**  
In the IELTS Super Intensive Course there will be classes focused on exam practice.

**5. Academic Premier Course**

*Overview*

The Academic Premier course, with 35 lessons per week, is intended for students who want to focus on language development, English skills, exam preparation and academic preparation. This course is ideal if you are seeking to prepare for post-secondary university or college studies in Canada.

Class Size: 10-14

Full-Time: 35 x 50 minute lessons per week plus 5 hours self-study in the Learning Centre.

Levels: 2-10

*Instructors*

Trained, experienced staff who specialize in teaching English and in the case of the exam course, preparing students for the examinations concerned. They are extremely familiar with the exam format and typical content. Classes are taught by a team of 2 teachers, one of whom has overall responsibility for directing your varied and fully integrated program. The teachers will use your feedback in their weekly and daily work plans taking account the needs of the individuals in the class.

*Areas of Language Studied in the Course*

The general language development concentrates on developing your knowledge of the language system and overall ability to communicate so as to bring you up to your goal level or the level required by the exam.

- **Grammar and Vocabulary**  
You will work on grammar by studying and practicing the way it is used in context and develop your vocabulary skills. There is a strong emphasis on building up your control over language repertoire, on helping you to notice and correct your own mistakes.
- **Oral Skills and Listening Skills**  
There is daily speaking practice and regular discussions and communicative activities.
- **Reading and Writing Skills**  
Written skills are developed systematically.
- **Computer Exercises**  
There will be opportunities to reinforce grammar and vocabulary being learnt with specially designed computer exercises.

- Exam Preparation  
In the Cambridge Super Intensive Course there will be classes focused on exam practice.

## **6. Intensive or Super-Intensive Premier Course**

### *Overview*

The Intensive or Super-Intensive Premier courses are ideal for combining class based instruction with private lessons in a comprehensive program that focuses on your individual needs.

Class Size: 10-14

Semi Full-Time: 25 + 3 private or 30 + 2 private x 50 minute lessons per week plus 5 hours self-study in the Learning Centre.

Levels: 2-10

### *Instructors*

Trained, experienced staff who specialize in teaching English and in the case of the exam course, preparing students for the examinations concerned. They are extremely familiar with the exam format and typical content. Classes are taught by a team of 2 teachers, one of whom has overall responsibility for directing your varied and fully integrated program. The teachers will use your feedback in their weekly and daily work plans taking account the needs of the individuals in the class.

### *Areas of Language Studied in the Course*

The general language development concentrates on developing your knowledge of the language system and overall ability to communicate so as to bring you up to your goal level or the level required by the exam.

- Grammar and Vocabulary  
You will work on grammar by studying and practicing the way it is used in context and develop your vocabulary skills. There is a strong emphasis on building up your control over language repertoire, on helping you to notice and correct your own mistakes.
- Oral Skills and Listening Skills  
There is daily speaking practice and regular discussions and communicative activities.
- Reading and Writing Skills  
Written skills are developed systematically.
- Computer Exercises  
There will be opportunities to reinforce grammar and vocabulary being learnt with specially designed computer exercises.

## **7. University Success (Pathway) Program**

### *Overview*

The purpose of this program is to provide a solid foundation in English language skills, specializing in English for Academic Purposes. When you enrol in the Pathway Program, you will have 48, 36, 24, or 12 weeks of English language training in our Specialized Super-Intensive Course followed by your post-secondary program at one of our partner institutions.

During the English language training component of the program, you will learn the skills necessary for academic success by studying and practicing English as it is used in context with an emphasis on improving your vocabulary. There is a strong emphasis on building register, language repertoire and usage, while helping you to recognize and correct your mistakes. Daily speaking practice is given and written skills are developed systematically with an emphasis on academic writing.

Upon successful completion of your English course, you will meet the English language requirements at a variety of partner Canadian universities and colleges, eliminating the need for an institutional exam (i.e. IELTS, TOEFL, etc).

During the post-secondary portion of your program you will have the opportunity to study at one of our partner post-secondary institutions which include: University of British Columbia - Okanagan, Thompson Rivers University, Capilano University, Laurentian University, University of Regina, Royal Roads University, Lakehead University,

Algonquin College, Alexander College, Dorset College, Seneca College and Sheridan College. We also have pathway programs with universities in the United States which include: Oregon State University, Colorado State University, University of South Florida, Marshall University. Here you will be able to work towards earning a certificate, undergraduate degree or post-graduate degree in one of a variety of academic areas.

A Conditional Letter of Acceptance from the partner post-secondary institution where you will study will be provided to you upon your acceptance in the University (Pathway) Program.

Levels: 2-10

## **8. Language Co-op (Paid) Program**

### *Overview*

This program helps students improve their English and gain valuable paid work experience. Students will have the opportunity to both expand their language and career horizons and improve their chances in the job market of their home country. From coaching during the English portion of the course, to the orientation they receive before their Language Co-op, we take care in placing students with a Language Co-op that is right for them. Students enrolling in the Language Co-op (Paid) Program will have 12, 16, 24 or 32 weeks of English language training in our Specialized Intensive or Super- Intensive Course followed by a paid work experience of equal length. During the work portion of the program students will be placed in positions within the service industry (retail, restaurants, café, etc). Work placement may include (sample list):

- Room Attendant
- Barista
- Retail Salesperson
- Store Clerk
- Host / Hostess
- Delivery Person
- Food & Beverage Server
- Line Cook

### *Qualifications*

- **Length of stay:** Work Experience portion - 12 weeks to 32 weeks. The course must comprise a period of language study, followed by a period of full-time work experience (Please note: the period of full time work experience must not be longer than the period of language study).
- **Minimum age:** Applicants must be 18 years of age at the time of the application and high school graduates.
- **Language ability:** at least Level 7 on the Eurocentres Scale prior to starting the Work Experience portion.
- **Prior work experience:** Experience of work or vocational training is preferable
- **Enrolment:** at least 4 months before the start of the relevant Work Experience.

This program has course lengths ranging from 12 - 32 weeks. After applying for this program, students will be asked to complete a form indicating three areas of interest and submit a CV (Resume).

### *Possible Internships*

Possible industries for work placement include: tourism, banking, commerce and finance, retail, recreation and administration, marketing, advertising, computer graphics, film, forestry, manufacturing, transportation, education, office/secretarial, health care, broadcasting, the media, and many others.

*Note: In the event that students engaged in Work-Study Program (paid) are dismissed by their employers due to their own fault, they will not be entitled to another job placement nor a refund.*

## **9 Language Co-op (Unpaid) Program**

### *Overview*

This program is the ideal formula for students to improve their linguistic ability while simultaneously gaining new professional work experience. Students taking the Language Co-op (Unpaid) Program get a sense of the international business environment, get to know professional colleagues from Canada, expand language and career horizons and improve chances in the job market. From resumé writing and interview coaching to setting up

interviews at the end of the language course, we take care in placing you with an internship that is right for you. Students enrolling in the Language Co-op (Unpaid) Program will have 4 - 24 weeks of English language training in our Basic, Specialized Intensive or Super-Intensive Course followed by an unpaid internship of equal length. Popular internship fields include business, tourism, hospitality, marketing and banking. Internship placement may include (sample list):

- Commerce
- Tourism
- Information Technology
- Hospitality
- Non-Profit Organizations
- Office
- Retail
- Import / Export

#### *Qualifications*

- **Length of stay:** Work Experience portion - 4 weeks to 12 weeks. The course must comprise a period of language study, followed by a period of full-time work experience (Please note: the period of full time work experience must not be longer than the period of language study).
- **Minimum age:** Applicants must be 18 years of age at the time of the application and high school graduates.
- **Language ability:** at least Level 5 on the Eurocentres Scale prior to starting the Internship portion.
- **Prior work experience:** Experience of work or vocational training is preferable
- **Enrolment:** at least 3 months before the start of the relevant Internship.

This program has course lengths ranging from 8 - 24 weeks with half the course being English training and half being a work internship. For example, a student enrolled in a 16-week course will have 8 weeks of English training in our Intensive Course and 8 weeks of a work internship.

After applying for this program, students will be asked to complete an internship form indicating three areas of interest and submit a CV (Resume).

#### *Possible Internships*

Possible industries for internship placement include: tourism, banking, commerce and finance, retail, recreation and administration, marketing, advertising, computer graphics, film, forestry, manufacturing, transportation, education, office/secretarial, health care, broadcasting, the media, and many others.

*Note: In the event that students engaged in the English Plus Work Experience / Internship Program (unpaid) are dismissed by their employers due to their own fault, they will not be entitled to another job placement nor a refund*

#### **Business English Diploma**

The Eurocentres Canada Business English Diploma is awarded to students who complete the Language Co-op (Paid) Program, the Language Co-op (Unpaid) Program or the Specialized Intensive or Super- Intensive Course with the Business English elective option for a minimum of 12 weeks. Students earning the Eurocentres Canada Business English Diploma will have the necessary Business English skills to compete in today's increasingly competitive global workplace.

## **10. On-Campus Summer Program**

### *Overview*

The On-Campus Summer Program is a combination of daily English classes and exciting afternoon and evening activities, as well as weekend outings and events. Students can choose between university residence and homestay

accommodations, with students choosing the Basic option given the additional choice to select the components of the course that they want to include.

### *Program Features*

For all On-Campus Summer Program options (excluding Basic Option), fees include:

- *20 lessons per week of English instruction*
- *5 afternoon activities per week*
- *1 weekend full-day activity per week*
- *Nightly evening activities (residence students)*
- *Accommodations*
- *3 well-balanced meals per day*
- *Transit tickets for travel to and from school (homestay students)*
- *Airport transfer*
- *Eurocentres Certificate*

**XVIII. STUDENT REFERENCE SHEET**

Keep the following sheet with you at all times to ensure that your files are always up to date, and for quick reference to important information.

**Important Telephone Numbers:**

Emergency \_\_\_\_\_ 911 \_\_\_\_\_

Eurocentres Vancouver: 604-688-7942Eurocentres Toronto: 416-542-1626

Operator \_\_\_\_\_ 0 \_\_\_\_\_

Vancouver Emergency Number: 604-290-3412Toronto Emergency Number: 647-227-1209**Did you give originals of the following items to the Registrar?****Passport****Visa****Medical Insurance**

If your answer is 'NO', please be sure to give this information to the Registrar as soon as possible.

**VANCOUVER SCHOOL ADDRESS:**      **250 - 815 West Hastings Street**  
**Vancouver, BC. V6C 1B4**

**TORONTO SCHOOL ADDRESS:**      **220 - 111 Peter Street**  
**Toronto, ON. M5V 2H1**

**\*\*Change of Address:**

If you change your address (or **Emergency contact**) at any time during your stay in Canada, you must complete the change of address form and give it to the Registrar. Be sure to include your new phone number.

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**Legal First Name:** \_\_\_\_\_ **Last Name:** \_\_\_\_\_

**New Address:** \_\_\_\_\_ **City:** \_\_\_\_\_ **Province** \_\_\_\_\_

**Postal Code:** \_\_\_\_\_ **Telephone:** \_\_\_\_\_

**XIX. EUROCENTRES CANADA STUDENT TIMETABLE COPY**

**Step One:** Find your name on the **student list**. Here you will find the **name of your timetable**. Find your **timetable** and copy the typed classes and rooms onto your timetable copy.

TIMETABLE: \_\_\_\_\_

	MON	TUE	WED	THU	FRI
8:50 - 9:40					
9:40-10:30					
10:30-10:50	BREAK				
10:50-11:40					
11:40-11:50	BREAK				
11:50-12:40					
12:40-12:50	BREAK				
12:50-13:40	LUNCH				
13:40-14:30					
14:30-14:40	BREAK				
14:40-15:30					
15:30-15:40	BREAK				
15:40-16:30					
16:30-16:40	BREAK				

**Step Two:** Find your name on the **student list**. Copy your **Electives** in the spaces below, then go to the '**Elective List**' to find out the time and day each class is offered. Write this information on to your **timetable**.

ELECTIVES:

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## **XX. HOMESTAY REGULATIONS & GUIDELINES FOR STUDENTS**

### **Introduction**

It is with pride that we welcome you to Canada and into the home of a Canadian Host Family. It is a wonderful first hand opportunity for you to experience Canadian culture and lifestyle. We have found a suitable family, which will be a support to you while you are living and studying in Vancouver or Toronto. Your host family may be very different from what you expect it to be as there are many kinds of Canadian families. In addition to typical families with a mother, father and children, there are many one-parent families in Canada and you will find them to be stable and very close family units. In many families, the mother works outside the home. Host families may also be older couples who have room in their homes, as well as the time, to welcome foreign visitors as family members. Each family is different and each can teach you about the culture and the language of Canada. Remember that it is a virtue to accept people as they are. Enjoy the fun of discovering new things while you are living with your own unique host family.

Families who are willing to open their homes to foreign visitors are usually interested in people and in getting to know their students well. While you are with a family, remember to treat them and to act like you are a member of their family. These families are interested in learning more about you. Show that you care about them and save some time to be with them. Host families tend to want to do more for students who are friendly, who care about them and who are appreciative and helpful. You can make your experience with a Canadian host family a very positive one.

### **Being a Part of the Family**

#### *1 House Rules:*

Families willing to open their homes to foreign students are interested in people and plan to get to know you well. Because they will care about you and your welfare, there are certain courtesies which would be appropriate on your part. Upon arriving at your host family's home you should ask them if there are any "house rules". In order to become an important and appreciated family member you must be aware of and abide by these rules. Every family will have their own unique method of operating their home. Here are some general courtesies to observe:

- Be on time for meals.
- Try to keep your showers or baths a reasonable length of time (hot water is limited) and at times when they will not be an inconvenience to the family.
- Be responsible for your own transportation.
- Be considerate of other family members.
- Respect no-smoking preferences when indicated.
- Respect quiet hours in the house.
- Offer to help when help would be appreciated.
- Keep your room clean and tidy.
- Be careful to turn out lights when you are not using them.
- Offer to share expenses if your family takes you places.
- \* Ask your host family before inviting guests to the house.

#### *2. Duties of Family Members*

All Canadian family members have duties around the home. You will be expected to make your own bed, hang up your clothes, vacuum and dust your own room, carry your own dishes from the table to the kitchen, help clean up after meals, etc. You will be expected to take care of your own property and not leave it around. Keep it neatly in your room. Please do not expect to be waited on.

#### *3. Observations of Holidays and Special Events*

If you live with a Canadian family you should also remember to participate in special holidays -- birthdays, Christmas, Mother's Day, Father's Day, etc. Generally, on these days it is customary to give a card and a small gift to show those that we are close to that we care about them. You will have to ask the dates of the birthdays of your

Canadian family members. It is very important that you are not shy about involving yourself with your family. Share their lives as well as their homes. It will be much more enjoyable, rewarding and memorable for you and for them.

#### *4. Using the Telephone*

Most Canadian families are willing to have students use their telephones for local calls if they do not call too often and if their friends are careful not to call too often. When you use the phone, keep your calls short. Check with family members prior to using the telephone to be sure they are not expecting any calls. You should never make a long-distance call without asking for permission or without getting "time and charges" and making definite arrangements to pay for the call. You should avoid calling after 10:00 PM or during meal times unless it is an extreme emergency. There are prepaid phone cards available for purchase in most stores. These can make your long distance phone calls much easier and cheaper.

#### *5. Smoking*

Because many people in Canada today do not smoke, we are unable to find many host families who will tolerate smoking in their homes. Therefore, most students have been placed in homes where the family will not permit smoking inside their homes. Many people in Canada feel strongly about this point, and it would cause resentment if you were to smoke in such homes. This may seem an inconvenience to smokers, but it is an important point of culture. A good rule to follow is to always ask if anyone minds if you smoke and if the answer is "yes", ask to be excused and go outside to smoke.

#### *6. Things You Should Not Expect*

- You should not expect to be waited on. You will find that you will get much closer to your family if you help with household family duties. Canadians are busy and really appreciate it if houseguests are helpful.
- You should not expect your host family to take you on trips. If they do, it is very kind of them and you should demonstrate your gratitude. In such cases you should offer to help with the gasoline and other expenses. The family may or may not accept your offer, but you should be prepared to pay regardless.
- You should not expect your host family to entertain you. Your host family will probably help you make arrangements, but you shouldn't expect them to plan your days nor all of your activities for you. It is important to talk to your host family about your plans in case they have planned to do something with you. If a host family arranges tickets as a courtesy to you, you should offer to pay for the tickets immediately. Remember two important facts: 1) Whether or not they are accepted, offers to pay are greatly appreciated. 2) Families may feel resentment whenever students expect things from them. They like to do things for non-expecting appreciative students.
- Host families have agreed to provide a room, food, and laundry facilities. Beyond that, whatever they provide is a matter of good will, friendship, and caring based on the relationship between the student and the family.

#### **Meals**

If you are a full board student your host family will provide 3 meals a day for you. Half board students are provided with breakfast and dinner. **A half board student must buy their own lunch.** If you are going to miss any meals, you must give your family ample notice. You will probably experience a variety of foods because Canadians have many different cultural backgrounds. A well-balanced Canadian diet sometimes includes fast food. A Canadian host family will probably ask you only once if you want more food. If you would like more food, say that you would when you are asked. If you are not asked, it is all right to ask for more. Do not pretend you do not want more food if you do. A Canadian host would feel bad if you failed to ask for food and then later told your friends you did not get enough.

##### *1. Breakfast*

Some host families cook breakfast for students and others will provide the food for the students to prepare breakfast for themselves. Usually family members eat breakfast at different times due to different schedules. Behave according to your family's routine. Talk to your host family to see which is best for you and for them. Be on time if breakfast is prepared for you, or you may cause your family to be late. If you prepare your own breakfast, clean up after yourself.

2. *Bag Lunches (For full boards students only)*

Some host families will offer to make your lunch but others will provide the food for making lunch and expect you to make it yourself. You should clean up after yourself if you make your own lunch. If you wish to buy your lunch, please give your host family one-week's notice so that food is not wasted.

3. *Dinner*

This is usually a big meal and the time when, in most families, family members visit with one another. Cooking meals can be time-consuming and most Canadian families want all the family members to be there when dinner is ready including homestay students.

4. *Snacks*

You will provide your own snacks unless your host family offers otherwise.

**Your Room**

Your host family will provide a private room with a comfortable bed, a place to study, and an adequate drawer and closet space for your clothes. Sheets, pillow, pillowcase, blankets and towels will be provided. Ask your family how often you should change your sheets and towels. You are responsible for keeping your own room neat and clean. Remember your room is a part of their home and you should treat it with respect.

**The Washroom**

You may not have a private washroom. If not, you will need to learn to share the washroom with your family courteously.

- Clean up after yourself when you use the washroom.
- Family members may need to use the washroom.
- Canadian homes do not have a drain in the washroom floor. Be very careful to keep water off the floor.

**Laundry**

Your host family may wash your clothes for you or you may be asked to wash your own clothes. Discuss this with your family. If you are washing your own clothes, be sure you fully understand how to operate the washer and dryer before doing so. Most families wash their own clothes only once a week. Even if you are washing your own clothes, your family may still prefer you to do this once a week. Please confirm this with your family.

**Caring for Appliances**

1. *Dishwashers*

Many homes will have an automatic dishwasher. Before using it, be sure to learn how to operate it and how your host wants the dishes loaded into the machine. Use only soap which has been specifically formulated for use in the dishwasher. Be careful not to use more soap than recommended.

2. *Clothes Washing Machines*

Many families have a preference for the type of laundry soap they want used in their machines. It is very important for students to use the right kinds of soap. Your host will tell you which soap and how much to use if you are expected to wash your own clothes.

3. *Clothes Dryers*

Ask how to operate the clothes' dryer if you do your own laundry. Clothes will be less wrinkled if removed from the dryer right after it stops. Do not leave clothes in the dryer, as others may need to use the machine. If you find your host family's clothes in the dryer when you go to use it, check with them to see where they would like you to place their clothes.

4. *Garbage Disposals*

Many Canadian homes have a garbage disposal in the kitchen sink. It can be dangerous if not used properly and it can be broken. Before using it, get instructions from your host. Never put your hand into the disposal unless you are sure it will not be turned on. Always have the cold water running in the sink when you turn on the garbage

disposal. Keep the water running for a while after turning off the motor. This keeps the motor from getting too hot and flushes away the food particles. Do not put too much garbage in the disposal at one time. Never put non-food items in the disposal. Take care that utensils do not slip into the disposal or that dishcloths are not accidentally dropped in. Also, some food items should not be put in the disposal, e.g., banana peels, cornhusks, bones, and fat.

#### *6. Trash Compactors*

A few homes will have a trash compactor. Get instructions before using it.

#### **Damage**

If you break or damage anything in your host family's home it is entirely your responsibility to pay for it. If an accident does occur, the best way to handle it is to tell your family immediately, apologize profusely and offer to pay in full for any damages you have incurred. This is the essential action to take in order to maintain a strong relationship/friendship with your host family. If you have any questions regarding damage, speak to the Homestay Co-ordinator.

#### **Methods of Resolutions for Problems**

- Think carefully about the problem. Is it a problem or a misunderstanding? Could a small sacrifice from you solve it? Think about possible options for solving this problem. If small problems are acted upon quickly, they tend to be resolved without becoming big problems and without causing bad feelings.
- Speak with your host family. We hope that all problems can be resolved between the student and the host family. It is very important to work things out together in order to maintain a good relationship.
- If the problem is serious and cannot be resolved, talk to the Accommodations Coordinator at school.

#### **Culture**

You will be sharing a home with people of a different culture with different lifestyles and customs than you are used to. Try to understand and accept the differences. This way you will attain the most from your homestay experience.

#### **Reminder Notice about homestay payments**

Dear Students:

Just a reminder about the Homestay Policy at EUROCENTRES CANADA.

1. Homestay fees must be paid at least 30 days in advance. This will guarantee that your host family is not booked with another student if you are planning on staying with them beyond your current final contract date.
2. Late payments for homestay fees may result in your host family being booked with a new student and your having to leave. Should this occur and you wish to continue on in homestay with another family, you will be re-charged the EUROCENTRES CANADA Homestay Placement Fee.
3. In accordance with the EUROCENTRES CANADA Homestay Transfer & Cancellation Policy, **2 weeks (14 days) notice must be given in writing when leaving homestay.**

If you have any concerns or questions about your homestay fees, or homestay placement, our Homestay Co-ordinator will be happy to speak with you. Please make an appointment at the Front Desk.