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# ARE YOU READY FOR THE EXPERIENCE OF A LIFETIME?

ILSC's Junior Camps are an exciting and fun way to learn either English, and to connect with other students from around the world while getting a taste of the local culture at one of ILSC's unique locations.

This welcome guide will help you prepare for your visit, and give you tips and advice for while you're here so that you can get the most out of your experience. We look forward to meeting you!

# PREPARING FOR YOUR TRIP



### **BEFORE YOU LEAVE**

#### **ILSC CUSTODIANSHIP SERVICES**

Any child who is a minor (a child under the age of 18 in Ontario and Quebec and 19 in BC) who wants to study in Canada (without a parent or guardian) and is not a Canadian citizen or a permanent resident, must have a custodian an adult appointed to them who will provide the care and support they need while in Canada.

A custodian's responsibilities include:

- Assisting with the student's arrival and departure from Canada
- Providing consent (as required) for academic programs and activities (e.g., field trips)
- Responding 24/7 to emergency situations involving the student
- Assisting in accessing immediate and/or ongoing medical services
- Mediating disputes involving student and/or staff
- Advising the student's parents of any issues pertaining to the student's social, emotional, physical, or academic wellbeing

The ILSC Campus Directors will act as custodians for all ILSC students with the exception of students travelling as part of a group that is accompanied by a chaperone. In this case, the chaperone would act as the custodian for the group of students. If a student has a relative or the student's parents have a friend who they would like to appoint as custiodian, they may do so as long as the relative or friend lives near the school or residence and meets the requirements and can fulfill the custodian responsibilities. Once you have determined who you would like as your child's custodian, you must complete and submit a Custodianship Declaration form.

The Custodianship Declaration Forms (Custodian and Parents/Guardian) form consists of two pages:

- The first page needs to be signed by the custodian and notarized in Canada.
- The second page needs to be signed by the parents or legal guardians of the minor child and notarized in their home country.

All minor students must provide a notarized declaration, one signed by their parent or legal guardians in the country of origin, as well as one signed by the custodian in Canada, stating that arrangements have been made for the custodian to act in place of parent. The <u>Custodianship Declaration Forms</u> must be signed and notarized by a lawyer or notary public. The fee for the ILSC custodianship services and notarization costs are included in the tuition fees.

#### **UNACCOMPANIED MINORS**

An "Unaccompanied Minor" is any child between the age of 8-17 years old traveling without a parent or legal guardian.

Most airlines provide an "Unaccompanied Minor" program to assist children who are travelling alone from their point of departure to their destination. The unaccompanied minors are escorted by airline personnel until they reach their destination and are released to an ILSC Junior Camp team member. This program is mandatory for children between 8-11 years old and optional for children aged 12-17 years old. The airline charges an additional fee for this program.

#### ILSC ONLINE ENGLISH PLACEMENT TEST

A few weeks before you arrive, you will receive an email to your ILSC email adress with a link to our online English Placement test.

The test will assess your English reading, writing, grammar and speaking skills and will take about 60-75 minutes to complete.

#### **Technical Requirements**:

- Internet connection
- Audio
- Camera and microphone to record videos for the speaking part of the assessment

# WHAT TO PACK



# CHECKLIST OF THINGS TO BRING

IMPORTANT INFORMATION & ITEMS	CLOTHING			
☐ Letter of acceptance from ILSC	☐ Underwear			
☐ This Welcome Guide (record important	☐ Socks			
information on p. 15)	☐ Sweatshirts/sweatpants (for cool weather)			
☐ Your passport and travel documents (leave	☐ T-shirts			
photocopies of travel documents with your parent or guardian)	☐ Shorts			
☐ Travel health insurance	☐ Jeans/pants			
☐ Any prescription medications that you require	☐ Rain jacket (suitable for cool or rainy weather)			
☐ Canadian Dollars or credit cards to purchase	☐ Pajamas/sleepwear			
snacks or souvenirs	☐ Swimsuit			
	☐ Sun hat			
TOILETRIES	☐ Running shoes			
☐ Toothbrush and toothpaste	☐ Casual shoes			
☐ Shampoo/conditioner	☐ Flip-flops/sandals			
□ Soap				
□ Sunscreen	MISC.			
☐ Hairbrush/comb	☐ Beach towel			
☐ Hairdryer (if needed)	☐ Refillable water bottle			
☐ Washcloth	☐ Regular medications (Acetaminophen or			
☐ Feminine hygiene products	Ibuprofen)			
SCHOOL SUPPLIES	PERSONAL ELECTRONICS			
☐ Backpack or school bag	☐ Camera			
☐ Pens and paper	☐ Mobile phone			
aa baba.	☐ Headphones			

# **ONCE YOU ARRIVE**

# **THE AIRPORT**

If you are coming from an international flight, you will be arriving at the international arrivals' terminal of the airport. If you are coming from a Canadian connecting flight, you will be arriving in the domestic arrivals terminal of the airport.





All ILSC's locations are in major cities, and the airport will be between 20-45 minutes away from the school depending on which city you will be studying in.

When you arrive, there will be an ILSC Junior Camp

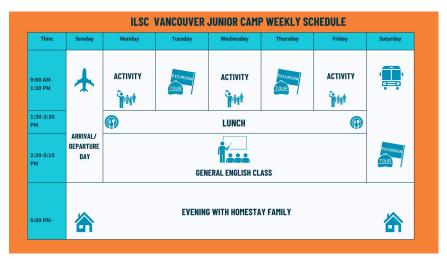
staff member waiting for you inside the terminal. The person will be waiting for you with a sign with the ILSC logo and your name. This Junior Camp staff will greet you and help you find the driver assigend to pick you up and take you to your homestay

If you don't see the Junior Camp staff member right away, don't worry; someone will be there waiting for you. If, after looking carefully, you can't find anyone with a sign with your name on it, go to the information booth and ask to make a phone call to the ILSC Vancouver Junior Camp emergency phone number 236-308-3184, which is always available, 24 hours a day from June 30, 2024-August 11, 2024. A Junior Camp staff member will answer the phone and make sure to connect you with the person picking you up.

SEE PAGE 15 FOR IMPORTANT PHONE NUMBERS AND EMERGENCY INFORMATION

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#### **JUNIOR CAMP DAILY SCHEDULE\***



<sup>\*</sup>Schedule may vary depending on activity. Students will be informed ahead of time if the schedule varies.

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#### ILSC VANCOUVER JUNIOR CAMP ACTIVITY CALENDAR



## IMPORTANT HEALTH AND SAFETY TIPS

To ensure the safety and fun of everyone, it is essential that you understand and follow the following safety regulations. Please use your common sense and do not do what you don't do in your own country!

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#### IN CASE OF ILLNESS OR INJURY

- » Immediately report any accident or injury to your teacher or another staff member.
- » Do not move a person who is injured.
- » Follow the instructions of your teacher/ILSC staff, or medical staff.
- » If there is no teacher or staff member available, call ILSC's emergency phone number or call 911.

#### **YOUR BELONGINGS**

- » It is important to pay attention to your belongings in and out of school.
- » Do not carry around large amounts of cash, or your passport.
- » Remember to take your backpack off while you're on public transit. This is the polite thing to do for people standing behind you and it will also keep your belongings safe.
- » When you are walking around keep your phone and other belongings in your bag, don't carry them in your hand.



#### **TALKING TO STRANGERS**

» In general, people are friendly, and it is safe to talk to strangers in public areas; however, if you are not feeling comfortable to talk with someone, you can always say "Excuse me, it is not a good time to talk," then move on.



#### IF YOU GET LOST

- » Use WhatsApp on your mobile phone and call or send a message the Junior Camp group. The Junior Camp staff will have your location on WhatsApp and will be able to find you. You can also call the Junior Camp Emergency Phone number at 236-308-3184 and a Junior Camp staff will help you.
- » DO NOT attempt to make your way back to the school site on your own.



#### IF THERE IS AFIRE

- » If there is a fire, or you hear a fire alarm, calmly exit the building, and gather in a safe place outside with your classmates and your teacher or activity coordinator.
- » Follow all instructions from your teacher, Junior camp staff and/or firefighting staff who can inform you when it is to return to the building, or to leave the area.

## MEDICAL INSURANCE HEALTH COVERAGE

#### MINOR ILLNESS

Students will receive medical attention at one of 3 medical clinics located within 7 km from the ILSC Montreal campus for minor illnesses such as sore throat, runny nose, cough, cold, flu, mild fever, skin irritations or urinary tract infections and Guard.me will be billed directly.

#### MAJOR ILLNESS OR INJURY

If a student has a medical emergency such as broken bones, bad cuts, excessive bleeding, high fever (over 38.8 C/102 F), severe pain or illness or trouble breathing, they will be taken to the closest hospital for medical treatment. Payment can be made at the hospital, or the hospital will mail the invoice to you. You can then submit a claim, including the invoice and/or payment receipts to guard.me to get reimbursed for eligible expenses.

Below is a summary of medical benefits covered by the Guard.me medical insurance plan:

#### guard **BENEFIT SUMMARY** SERVICE SERVICE BENEFITS SERVICE **BENEFITS** 100% of eligible charges; Taxi fare to or from a hospital or Maternity Serious complications to Hospital Transportation medical clinic up to \$100 pregnancy covered Semi-private room: Private room where medically required Family When you are hospitalized for 100% of eligible charges to a Prescription Drugs more than 7 days, up to \$5,000 for maximum 30-day supply: Transportation X-rays, Lab Testing 100% of eligible charges air tickets, for 2 family members to unlimited when hospitalized join you; up to \$1,500 for expenses Physician/Surgeon 100% of eligible charges 100% of eligible charges up to \$4,000 Dental - Accidental 100% of the cost to transport Psychiatric 100% of eligible charges; for Emergency dental treatment as Air Evacuation/ Injury you to the nearest hospital or to Hospitalization benefits payable up to \$50,000 the result of an injury caused by an Return Home accidental blow to the mouth a hospital in your Home Country Psychotherapy 100% of eligible charges for a) psychiatrist inpatient fees following Dental – Emergency 100% of eligible charges up to Accidental Death \$50,000 (optional coverage \$600 for relief of pain and suffering and Dismemberment available up to \$200,000) an emergency up to \$10,000 in addition to hospitalization benefit above when 6 months of coverage Common Carrier \$100,000 is purchased b) up to \$1,000 for outpatient Medical Equipment 100% of eligible charges for crutches, Trauma Counselling Up to 6 sessions if an insured psychiatrist or psychologist care canes, wheelchairs, walkers, casts etc. suffers a loss under the accidental & Supplies death and dismemberment benefit Eve Exams 100% of eligible charges up to \$100 AccessAbility For disabled students, coverage for for one non-emergency eye exam Corrective Device Defect, Malfunction Burial in Up to \$5,000 for the cost of when 6 months of coverage is purchased preparing the remains, cremation Host Country and Theft Protection or burial and a burial plot in the Paramedical Services 100% of eligible charges up to \$500 for Chiropractor, Massage Therapist, Annual 100% of charges for one location where death occurs Non-emergency exam up to \$150 when 6 months Acupuncturist, Naturopath, Repatriation of Up to \$15,000 toward the cost Chiropodist / Podiatrist - no referral Exam of coverage is purchased of preparation and return to from physician required your Home Country Out of Canada All eligible expenses anywhere in Physiotherany, 100% of eligible charges up to the world except - coverage in USA Coverage \$1,000: unlimited if provided as limited to 30 days; no coverage in Speech Therapy Home Country unless part of school innatient service notice from turbo: This is a summary of benefits available under the guard.me Canada policy. or training program Private Nursing 100% of eligible charges up to \$15,000 Certain limitations and exclusions may apply Full details are found in the guard.me Canada policy Ambulance 100% of eligible charges COVERAGE UP TO \$2,000,000 available at www.guard.me The actual policy wording governs. All benefits are in Canadian currency and are per 365 day per · Prior approval required for certain benefits.

# **EXPLORING VANCOUVER**

Come and discover Vancouver, a modern, magical city set among lush green mountain forests and beaches lapped by the Pacific Ocean. Enjoy the friendly multicultural atmosphere of Western Canada's largest metropolis, where you can enjoy shopping, museums, and many outdoor adventures. ILSC-Vancouver's campuses are in the city's downtown, close to public transport, banks, restaurants, and shopping options.













# **TELEPHONE SERVICE**



#### SIM CARD AND DATA PLANS

We use the app **WhatsApp** to communicate with students on their mobile phones.

An international SIM card can lower your roaming and international calling expenses while you are in Canada.

You can use your current mobile phone and by changing the SIM card, you will get a local phone number and data plan!

A SIM card, can cost from \$9-\$19/week or \$35-\$45/ month, depending on the plan. For more information, please visit gophonebox.com/plans.

If you would like to purchase a SIM card, please let us know on your first day of class and one of the Junior Camp staff will help you.



#### **TELEPHONE**

- » There are three area codes within Vancouver (604), (236), and (778).
- » You must always dial the area code, along with the number.
- » If you are making a long-distance call, you must always dial 011 + the country code (011-55 +, or 011-886+, etc.) followed by the phone number.
- » It's best to bring a cell phone with you; however, some pay phones are still available in transit hubs, airports, shopping malls and hotels.
- » 911 is the Emergency number that can be dialed for FREE from any telephone. 1-800 or 1-888 numbers are free

# **GETTING AROUND**

#### **PUBLIC TRANSIT**

The ILSC Vancouver campus is located right downtown,

and is only a 5-minute walk from the Seabus, two SkyTrain stations, and many buses that can take you around the city.

An ILSC Junior Camp staff will always accompany you on activities and will know the transit routes and fares required.

Students may need to travel on their own between their homestay and the ILSC campus each day. Your homestay family can explain the route and can help you choose the appropriate transit option.

Students are responsible for their own public transit fare.



ZONES OF TRAVEL	SINGLE CASH FARE	COMPASS CARD WITH STORED VALUE FARES	DAY PASS	MONTHLY PASS (Valid during the Calendar Month)
1 ZONE	\$3.15	\$2.55	¢11.25	\$104.90
2 ZONE	\$4.55	\$3.75	\$11.25 (valid for all zones)	\$140.25
3 ZONE	\$6.20	\$4.80	(valid for all zories)	\$189.45

https://www.translink.ca/transit-fares/pricing-and-fare-zones#fare-prices-and-concessions

#### ABOUT COMPASS

Compass is a reloadable fare card that works everywhere on transit in Metro Vancouver. To travel on SkyTrain, SeaBus or West Coast Express, you need a Compass Card or Compass Ticket to pay your fare and open fare gates, or to tap on a station validator. You can keep using cash and bus transfers on buses, but you'll need Compass to transfer to SkyTrain or SeaBus.

Compass cards with stored value provide you with a discount on regular single fare rates. There is an additional \$6 fee for Compass Card (refundable card deposit).



#### TAXIS & RIDE-HAIL SERVICES

- » The meter starts at \$3.75 and increases according to time/distance.
- » Tax is included in the price, but it is always polite to tip the driver.
- » If the sign on top of the taxi is not lit, it is already occupied.
- » Students may also choose to use ride-hail services like Uber and Lyft. These services can be booked through the Uber or Lyft mobile device apps or websites. Prices for these services vary depending on discount rates, traffic delays, the type of

# **CONDUCT FOR CLASSROOM ACTIVITIES**





#### LATENESS & ABSENTEEISM

You are expected to be on time to classes. Attendance, punctuality, and participation are important parts of learning.

Students who come to class every day, on time:

- » Learn more English!
- » Get the class off to a good start!

**Please note:** if for any reason you are unable to attend a class or activity, please have your homestay parents notify the school IN ADVANCE with a written notice or phone call.



#### **ENGLISH ONLY POLICY**

The English Only environment helps you:

- » Think in English
- » Improve your English faster
- » Learn about other cultures
- » Make friends!



### **CELL PHONE POLICY**

- » Respect your teacher and classmates.
- » Please turn your cell phone off during class times.



# LOOKING AFTER YOUR VALUABLES

Always keep your valuables with you: your wallet, bag, cell phone, electronic dictionary etc.



#### BEING ENVIRONMENTALLY FRIENDLY

We want to help planet earth! So, remember the three R's:

- » Reduce: Bring your own cup or bottle
- » Recycle: Use the right recycling bins, for beverage bottle and cartons, food scraps (compost) and paper
- » Reuse: Bring your lunch in re-usable containers.

# IMPORTANT INFORMATION

#### **ILSC 24 HOUR EMERGENCY NUMBERS**

You can call the emergency number any time during your stay if you encounter an emergency. Someone is always available to answer the phone and help you.

#### ILSC VANCOUVER JUNIORS PROGRAM EMERGENCY NUMBER

1.236-308-3184

#### CITY EMERGENCY NUMBERS

If you encounter a serious emergency, such as a fire, medical emergency, or emergency requiring police, and you cannot find an ILSC staff member, homestay family member, or teacher to help you, you can contact local emergency services by dialing 911.

YOUR HOMESTAY FAMILY				
NAMES:				
PHONE NUMBER:				
EMAIL:				
YOUR HEALTH INSURANCE DETAILS				
NAME OF HEALTH INSURANCE PROVIDER:				
YOUR POLICY NUMBER:				
EMERGENCY CONTACT NUMBERS:				
EMERGENCY CONTACT IN YOUR HOME COUNTRY				
NAME:				
RELATIONSHIP:				
PHONE NUMBER:				
EMAIL ADDRESS:				
YOUR PASSPORT INFORMATION				
NAME:				
DATE OF ISSUE:	CITY/COUNTRY OF ISSUE:			
PASSPORT NUMBER:				

IMPORTANT NOTES						

# **OUR TEACHING PHILOSOPHY**



# Learning works better when it is student-centred.

We combine a set curriculum with the flexibility to accommodate each student's special interests and learning needs.

You will be motivated to learn about things that personally interest you.

# Learning works faster when it's combined with everyday experiences.

Immersion learning through roleplaying, field trips, and group learning activities helps you learn the language more quickly.

# People learn best when they are confident, at ease and happy.

At ILSC, you will be part of a community of staff, teachers, and fellow students who will support your success on a fantastic learning adventure.

## CONNECT WITH THE ILSC COMMUNITY #MYILSC









# FREQUENTLY ASKED QUESTIONS

# WHAT'S INCLUDED IN THE JUNIOR CAMP PROGRAM PACKAGE?

The package fee includes all entry fees to attractions (activities take place Monday to Friday and a full day on Saturday), your accommodation costs, and a full board meal plan (3 meals per day), which are provided by your homestay family.

#### **HOW MUCH MONEY SHOULD I BRING?**

Public transport fees are not included, so students should bring between \$40-\$50 per week to cover their public transportation to and from the school, and during activities. Students should also bring enough money to cover any personal needs, including shopping for any personal items and/or souvenirs.

HOW CAN MY PARENTS SEND ME MONEY IF I DON'T HAVE ENOUGH? If you are concerned that you will not have enough money, we suggest you bring a credit card in addition to Canadian cash or you may want to consider ordering a "Wise card" which is an international debit card that allows students to withdraw cash from ATM bank machines in Canadian currency. For more information please visit <a href="https://wise.com/">https://wise.com/</a>

#### WHY IS PUBLIC TRANSPORTATION EXTRA?

Depending on the length and dates of a student's program, the most cost-effective option for transit varies greatly. We have found that it is easy and cost-effective for students to purchase transit fares once they arrive. Homestay families and ILSC staff Junior Camp staff can help students choose the best fare option for their needs.

HOW DO I ADJUST TO A NEW COUNTRY? The program provides a wonderful opportunity to explore a new culture, improve your language skills, and meet other youth from around the world. This exciting opportunity is fun, but it can also be challenging. Once you arrive, you may experience "jetlag" which leaves you feeling a little bit tired for the first few days until your body naturally adjusts to a different time-zone. Eating unfamiliar food might also affect your stomach until you adjust to new food. Be patient, your body will naturally adjust to these new experiences. It is also a good idea tell your host family how you are feeling so that they can support you.

#### WHAT IF I FEEL HOMESICK?

Feeling homesick is very common, especially if it is your first time away from your home, and/or family on your own. Being in a new country, where everyone speaks a different language, can cause a bit of "culture shock," and be disorienting. The best way to cure homesickness is to talk about your life, experiences and feelings with friends, teachers, and host-family members. Expressing how you feel, and sharing what you love about your home will help you feel better. Writing how you're feeling in a journal can also help.

# WHY DO I HAVE TO SPEAK ENGLISH ALL THE TIME?

ILSC's English Only policy is in place to help you learn the language faster! Although it might feel challenging at first, the people you meet at ILSC will understand your efforts and frustrations and they will help you as much as possible. If you meet a person who does not understand, try not to get upset. They may not know what it is like to learn another language, or they may just be having a bad day. No matter what, keep trying and soon your English will be better than ever!

#### IS THE CITY SAFE?

ILSC campuses are in several major cities, which are very safe. Students are accompanied by ILSC Junior Camp staff on all activities and stay with their host family in the evenings, so you are rarely alone. However, you may travel between your homestay and the ILSC campus on your own. Although the cities are safe and residents are usually friendly and helpful, students should still be attentive to their surroundings and should report anything that looks suspicious or makes you feel uncomfortable to either an ILSC Junior Camp staff, or your homestay family. Even in the safest of cities, students should stay alert and aware of your surroundings after dark, and travel with others if possible.