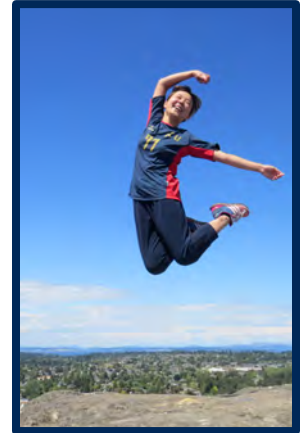




ELC Programs Welcome Guide



A MESSAGE FROM THE DIRECTOR



Please accept my warmest welcome to beautiful Victoria and the English Language Centre!

As you embark on this journey, our experienced team is ready to make it an unforgettable adventure of learning, growing and fun for you.

It's now time to find unlimited opportunities to improve your English language skills. This is also a unique environment that allows you to connect with students from around the world, learn about different cultures, and share ideas. Language learning in another country can be a life-changing opportunity so let us together make this an experience to remember.

Dr. Seppy Masoodi
English Language Centre Director



TABLE OF CONTENTS



Hello!

We are very excited to welcome you to Victoria! Here at the English Language Centre, you will experience many adventures and meet all kinds of new friends – this guide has important information you can use to begin your journey. We hope you find it useful!

~ ELC Staff, Teachers, and Cultural Assistants

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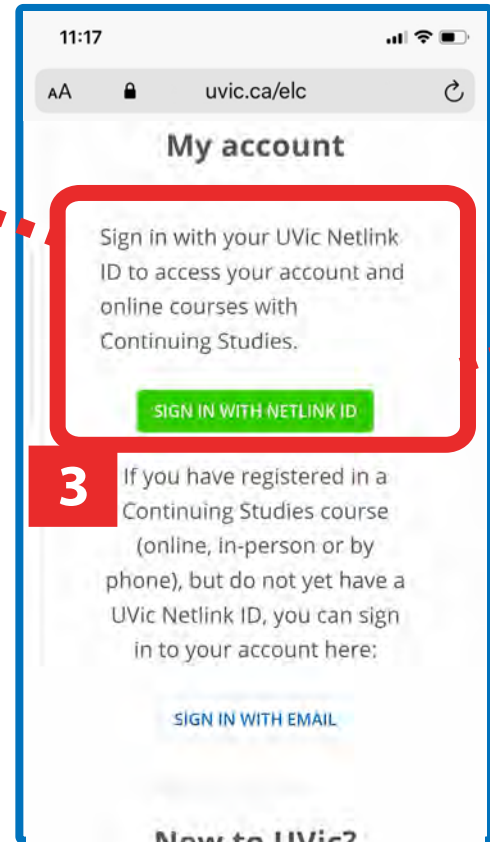
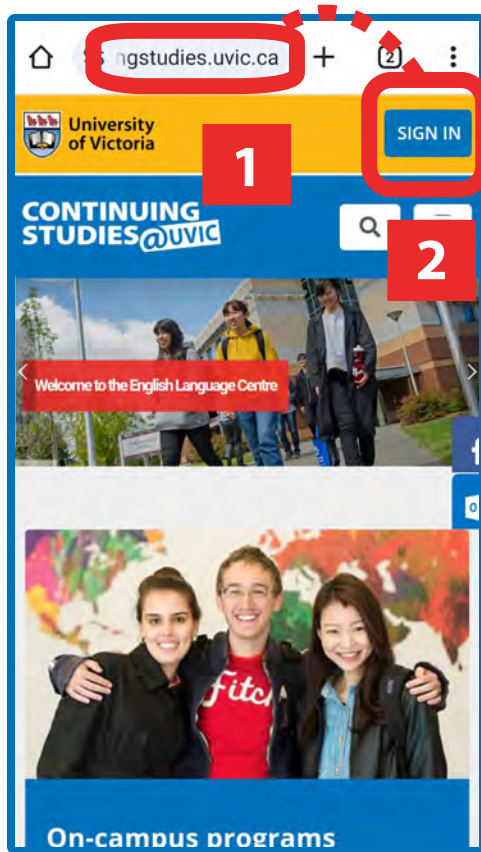
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USING MY ACCOUNT + FIND YOUR CLASS



You can use your My Account page to learn what classes you are registered for online!
Here's how:

- 1** Go to continuingstudies.uvic.ca/elc.
- 2** Click the **SIGN IN** button in the top-right corner of the page.
- 3** Choose **Sign in with Netlink ID**.
- 4** Log in using the **Netlink ID** and password you made for yourself before you came to Canada.

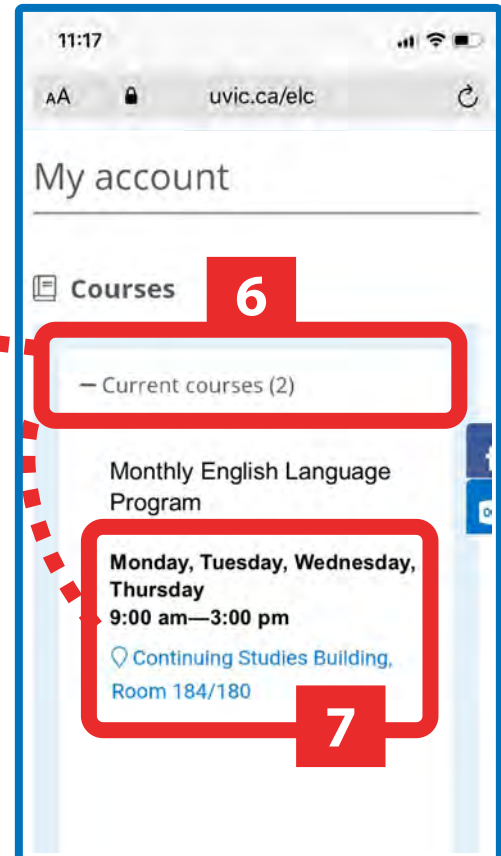
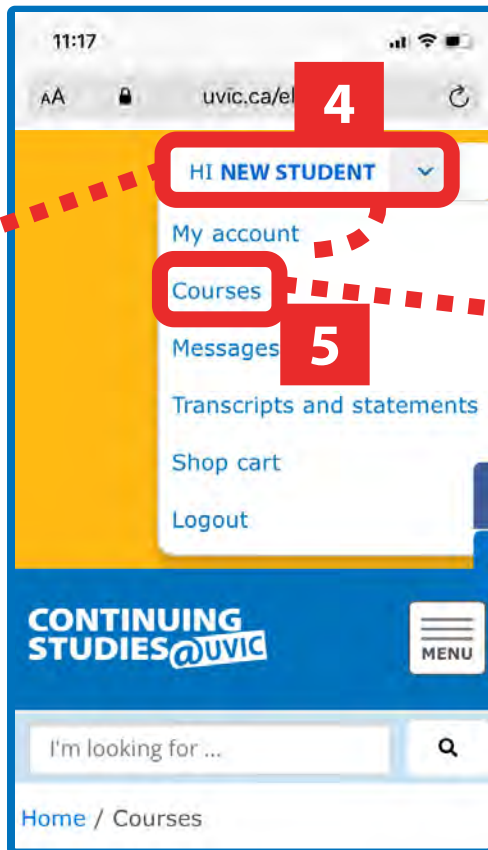
- 5** Approve the **DUO push** notification. Information about DUO...

- 6** Select **Courses**.

- 7** Select **Current Courses**.

Your information will be online by 8:00pm on the first day of your program.

USING MY ACCOUNT + FIND YOUR CLASS



Can't remember your Netlink ID?

Don't worry! First, try checking your email - UVic probably sent you an email to confirm your Netlink ID a few weeks ago. If you can't find it, all you need to access your Netlink ID is:

- Your full name
- Your date of birth
- Your ONECard's V Number

Visit <https://www.uvic.ca/netlink/recover/personalInfo>



A screenshot of the UVic NetLink 'NetLink account recovery' page. The browser address bar shows 'Uvic'. The page title is 'University of Victoria | UVic NetLink ID'. The navigation bar shows 'Navigation'. The breadcrumb trail is 'home » manage your account » can't sign in'. The main heading is 'NetLink account recovery' with a 'Step 1 of 6' indicator. A note says '* Indicates required fields'. The section is 'Personal information' with the instruction 'Please provide the following information and we'll help you get into your account.' There is a text input field for 'First name*'.

YOUR UVIC ONECARD

You will get your ONECard during your campus tour. Depending on if your program includes a meal plan (i.e., Summer programs) your ONECard will be preloaded with funds for a meal plan.

If you do not have a meal plan, you can use your ONECard as a debit card and add money to the Flex Account and use it all over campus for food and other things.

The ONECard Office



The **ONECard Office** is located in the breezeway between the UVic Bookstore and Career Services.

Here, you'll receive your ONECard student identification on your campus tour.

You can also come to the office to add funds to your card, or to replace your card if it has been lost.

Loading money onto your ONECard

To put money on your ONECard so you can use it across campus, load your card at any food outlet. You can also load money online at uvic.ca/onecard!

Lost your ONECard?

It's okay! First, freeze your card at uvic.ca/onecard so no one can spend your money, then visit the ONECard Office at the UVic Bookstore. If it has not been found and returned, it will cost \$20 to replace.



Flex Funds - All Students

You can add funds to your FLEX account and use your ONECard as a debit card for:

- Campus Bookstore (clothing, gifts, etc.)
- ZAP Copy (printing/photocopying)
- McPherson Library (printing/photocopying)
- Access to your All-In Membership to
- CARSA (campus gym)

Meal Plan - Dormitory Students

For students in summer programs, funds to cover 3 meals/day will be preloaded to your ONECard. You will be able to use it to buy food at any University Food Services and Outlet and the funds will come out of your meal plan.

LEARN ABOUT UPCOMING EVENTS

ENGLISH LANGUAGE CENTRE @UVIC

WEDNESDAY MAY 7 6PM-7PM

Conversation Club: Fruit Basket & Scattergories
Join us in the CST Atrium to play Fruit Basket or Scattergories. Practice your English by learning a new game. Enjoy light snacks and stories.

THURSDAY MAY 9 10:30-11:30

Coffee Social: Oh Canada!
Join us in the CST Atrium for a fun afternoon of Canadian Trivia. Test your knowledge of Victoria and Canada while enjoying warm waffles and maple syrup!

FRIDAY MAY 9 3PM-4:30PM

Sports: Soccer
Play outdoor soccer on Field #3. Meet at the Info Table in the CST Atrium at 2:30pm to walk over together. Make sure to bring your sports gear and OVI/CAN!

SATURDAY MAY 10 11:15-5:00PM

Additional Cost Activity: Butchart Gardens
Enjoy beautiful spring blooms at the world-famous Butchart Gardens! Travel comfortably in a charter bus with your classroom and Cultural Assistant (CA) staff.

Weekly Announcements for Intensive English Program (ELPI) Week of May 5 - 11

[View your program calendar here](#)

July and August Summer Language and Culture Programs are Open for Registration!
Love your program and studying at the ELC? We have several programs to choose from to July and August. Come to the 2nd floor of the CST for more info and to register.

Time to Register for Summer ELPI
Program dates for Summer ELPI are June 30 - Sep 4. Spaces for all language groups are available but don't wait too long! Go to the 2nd floor of the CST for more info and to register.

ELC Instagram
Make sure to like and follow us on Instagram! We post awesome photos of activities, student info, and it's a great way to stay connected throughout your program with us! [@elc_uvic](#)

Events Feed
For more great information about what's happening on campus go to [events@uvic.ca](#). You can enter search terms, filter and sort to see what might interest you.

ENGLISH LANGUAGE CENTRE @UVIC

4-Week Language and Culture Program (P4) SAMPLE CALENDAR

Details	Sun	Mon	Tue	Wed	Thurs	Fri	Sat
1 Arrival Day: Welcome to Michael English Language and Orientation 7:00pm-10:00pm 7:00pm-10:00pm	2 Start Up: Testing English Language and Orientation 7:00pm-10:00pm 7:00pm-10:00pm	3 First Day of Class English Class 2:00pm-4:00pm 2:00pm-4:00pm	4 English Class 2:00pm-4:00pm 2:00pm-4:00pm	5 English Class 2:00pm-4:00pm 2:00pm-4:00pm	6 English Class 2:00pm-4:00pm 2:00pm-4:00pm	7 English Class 2:00pm-4:00pm 2:00pm-4:00pm	8 Additional Cost Activity: Butchart Gardens 11:15am-5:00pm 11:15am-5:00pm
9 English Class 2:00pm-4:00pm 2:00pm-4:00pm	10 English Class 2:00pm-4:00pm 2:00pm-4:00pm	11 English Class 2:00pm-4:00pm 2:00pm-4:00pm	12 English Class 2:00pm-4:00pm 2:00pm-4:00pm	13 English Class 2:00pm-4:00pm 2:00pm-4:00pm	14 English Class 2:00pm-4:00pm 2:00pm-4:00pm	15 English Class 2:00pm-4:00pm 2:00pm-4:00pm	16 Additional Cost Activity: Butchart Gardens 11:15am-5:00pm 11:15am-5:00pm
17 English Class 2:00pm-4:00pm 2:00pm-4:00pm	18 English Class 2:00pm-4:00pm 2:00pm-4:00pm	19 English Class 2:00pm-4:00pm 2:00pm-4:00pm	20 English Class 2:00pm-4:00pm 2:00pm-4:00pm	21 English Class 2:00pm-4:00pm 2:00pm-4:00pm	22 English Class 2:00pm-4:00pm 2:00pm-4:00pm	23 English Class 2:00pm-4:00pm 2:00pm-4:00pm	24 Additional Cost Activity: Butchart Gardens 11:15am-5:00pm 11:15am-5:00pm
25 English Class 2:00pm-4:00pm 2:00pm-4:00pm	26 English Class 2:00pm-4:00pm 2:00pm-4:00pm	27 English Class 2:00pm-4:00pm 2:00pm-4:00pm	28 English Class 2:00pm-4:00pm 2:00pm-4:00pm	29 English Class 2:00pm-4:00pm 2:00pm-4:00pm	30 English Class 2:00pm-4:00pm 2:00pm-4:00pm	31 English Class 2:00pm-4:00pm 2:00pm-4:00pm	32 Additional Cost Activity: Butchart Gardens 11:15am-5:00pm 11:15am-5:00pm

The calendar is subject to change without notice and was last updated on May 4, 2022.

Your Program Calendar shows basic information for every ELC event - this will help you plan for activities weeks in advance! You will also receive a weekly email with a link to your announcements for activities and information throughout your program. You can always check your calendar online at uvic.ca/elc/current-students.

Make sure your email is correct

We will email to send you important information such as detailed instructions for Additional Cost Activities that you've purchased, weekly announcements, and important updates!

Check or change your email

You can check or change your email using **My Account**. Just log in and select **Messages**!

CONTINUING STUDIES @UVIC

MENU

Home / My account

My account

Dashboard

Courses

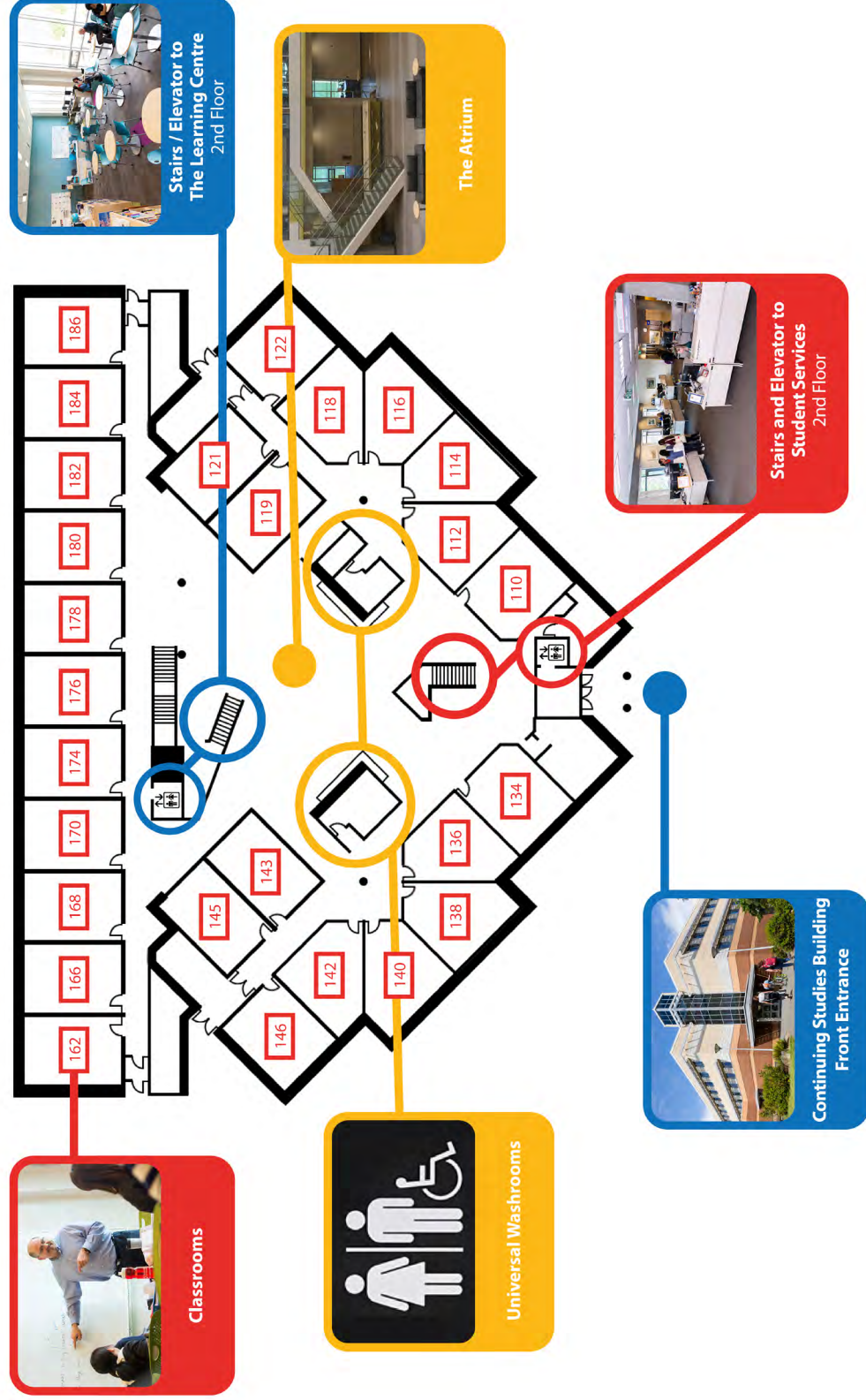
Contact info

Messages

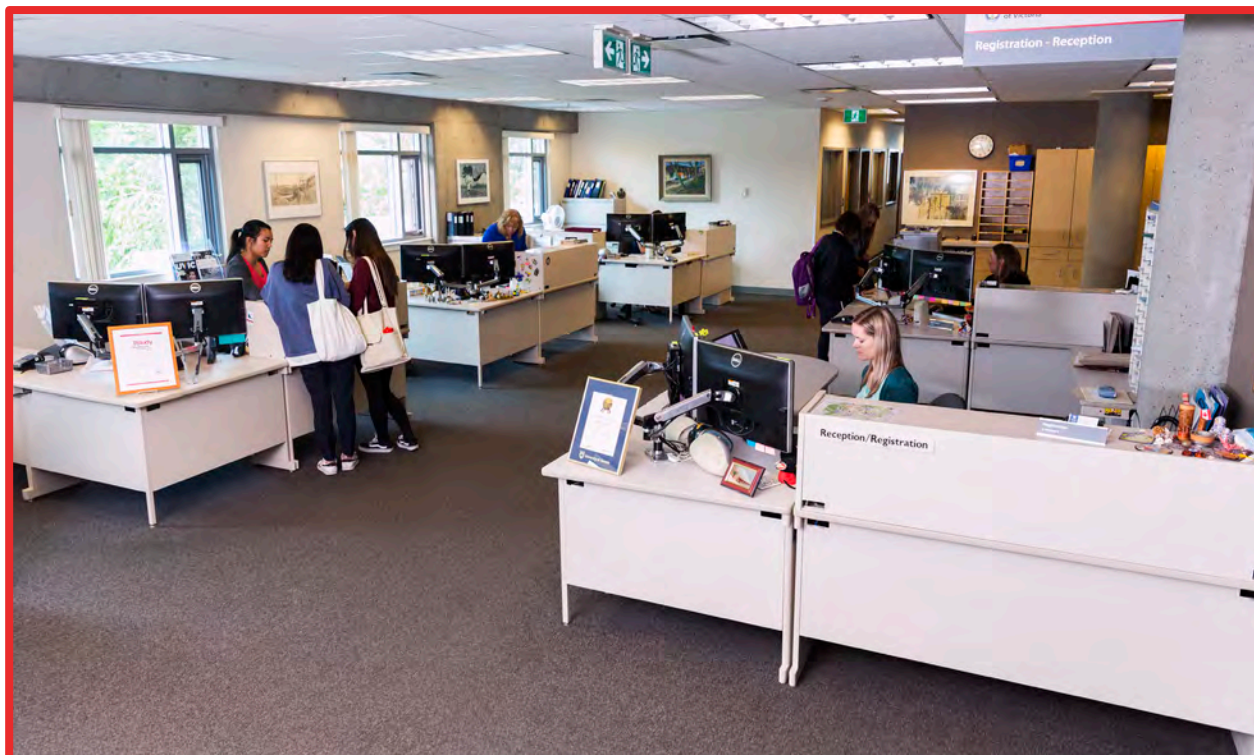
Transcripts and request forms

Tax forms

English Language Centre Map



STUDENT SERVICES



If you are confused or have any questions, **Student Services** is a great place to start looking for answers!

In this office, we can:

- Make sure you are registered in the right class
- Give you directions to your classroom
- Provide immigration advice related to your program of study
- Sign you up for Additional Cost Activities
- Connect you with our Homestay team
- Help you find lost items
- Assist you with any other questions you have

Finding the office

Student Services is located on the 2nd Floor of the Continuing Studies building.

The easiest way to get there is by using the stairs or elevator directly in front of the building's main entrance. Once you are on the 2nd Floor, the office is beside the main stairwell.

For visual directions, see the English Language Centre Map on Page 7.

CULTURAL ASSISTANTS



Cultural Assistants (CAs) are a team of staff who are here to help you during ELC events!

CAs lead ELC activities on & off-campus, including **Coffee Socials**, **Sports**, **Conversation Clubs** and **Downtown Tours**.

Some CAs live in Dormitory's during summer programs. If you are concerned about safety, noise or have questions, they are available to help you.

If you need help, just find a person in a **red ELC Staff t-shirt** or **hoodie** to help you with:

- Joining activities like karaoke, music bingo, sports and board games
- Giving you directions on campus
- Recommending restaurants in the city and telling you how to get there
- Answering any other questions you may have!

The Information Table



During lunch and our Coffee Social events, a CA may be at the **Info Table** in the **Atrium**! Here, you can:

- Ask questions about the ELC, UVic, Victoria, Canada and more!
- Get information about weekly program activities
- Play fun games and win prizes

THE ATRIUM + WEEKLY ACTIVITIES



The Atrium is the large, open room at the centre of the Continuing Studies Building. It is a shared public space where you are welcome to relax, eat, study, enjoy activities, or chat with friends.

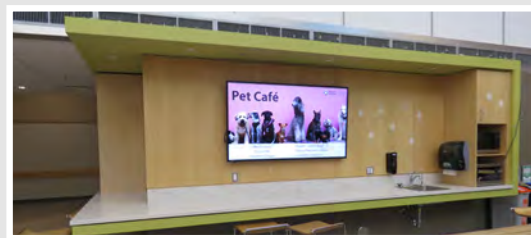
Microwaves & Kitchenettes



The Atrium has microwaves, kettles, sinks, soap, and paper towels for your use.

Please leave the Atrium clean for others to use.

Announcement Screens



Another way to learn about upcoming ELC and UVic events is by looking at the Announcement Screens in the Atrium!

Watch your email for weekly activity announcements from ELC staff.

THE ATRIUM + WEEKLY ACTIVITIES



The Atrium

The Atrium is the middle area of our building where we host wELcome events, conversation club, and coffee socials. This is also where announcements, events, and the Information table is located.

Coffee Socials

The Atrium | Fridays, Afternoon

On Fridays, the ELC hosts a fun afternoon of games, drinks and cookies!

Each Coffee Social has a different theme, such as karaoke, video games, or a holiday celebration. Cultural Assistants will provide activities, card games, board games, snacks and beverages so you can have fun while practicing your English with friends!

Afternoon Sports

Meet at the Info Table | Fridays, Afternoon

On most Fridays, the ELC will offer a variety of sports activities. This may include:

- Soccer
- Basketball
- Volleyball
- Dodgeball
- Badminton
- Yoga
- Dance
- Ultimate Frisbee



WORKSHOPS + EVENING ACTIVITIES



Throughout your program, your CAs will organize workshops for you to participate in, these will be shared in your daily announcements and in your program calendar. These workshops can include activities such as yoga, tie-dye, henna, sports and off-campus road trips to name a few!

Summer Evening Activities

For programs held during the summer, students will stay in Dormitories. Your CAs will organize a variety of evening activities for July and August. These activities include movie nights, talent shows, arts and crafts, and more! Evening activities can be found on your program calendar on our website: [Summer Calendars](#).



ADDITIONAL COST ACTIVITIES

Want to experience even more of Victoria? We offer a variety of activities throughout the year you can participate in during your program to enhance your ELC experience. A list of upcoming activities is available online: uvic.ca/elc/current-students/activities

Additional Cost Activities are available to register online or in person at **Student Services**, located on the 2nd floor of the CST Building. You will need your **ONECard** to register. You can pay with cash or credit card. **All Additional Cost Activities are non-refundable.**

Before each trip, you will receive an email with details about the activity. Make sure your **My Account** is connected to an email that you check regularly (see Page 6)!



Travel to Vancouver to enjoy sightseeing and have fun shopping!



Enjoy a peaceful walk and take beautiful photos of Butchart Gardens' many flowers!



Go on a whale watching tour and see some west coast marine life!



Have fun paddling in a kayak with your friends!



Watch the Victoria Royals take on their opponents in an exciting game of hockey!



Delight in some delicious tea and desserts at a fancy afternoon meal called High Tea!

UVIC HOMESTAY



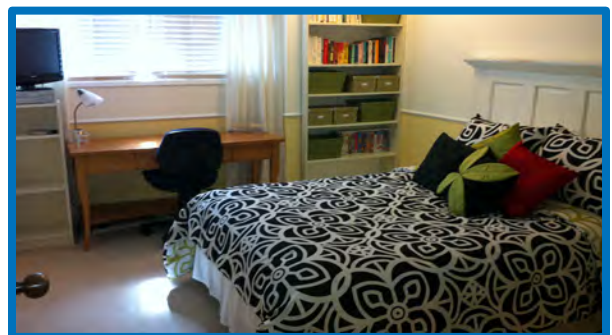
UVic Homestay students have access to our Homestay team! If you have any questions or concerns about your homestay experience, they are always happy to help you.

There are several ways to contact our team:

If you want to send an email, please address your messages to **HomestaySupport@uvic.ca**.

If you prefer talking on the phone, please call **250-472-4268**.

Want to meet face-to-face? You can make an appointment to talk in person at **Student Services**.



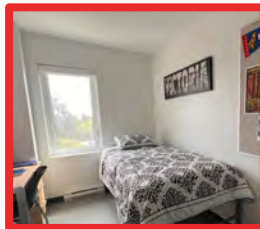
UVIC DORMITORIES



Dormitory buildings at UVic are different and dormitory placements depend on availability. Each level of our dormitory buildings have a public lounge with comfortable seating, a TV, and a microwave. Shared single user washrooms are located on each level and are universal. To access Wi-Fi on campus, use your UVic Netlink login and password.

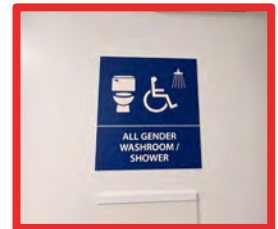
Your room includes:

- single bed
- desk
- bed sheets*
- chair
- blanket*
- dresser
- pillow
- mirror



Shared washrooms include:

- single shower rooms
- toilet and toilet paper
- sink and hand soap
- mirror



*Linen exchange is available twice per week on designated days.
Bath towels and hand towels are not included and students must bring their own.

Laundry

On-site laundry facilities are located in each building. To operate the laundry machines, you can purchase a card from Residence Services and put money on it, or you can download the [Coinamatic CP app](#) and use the app to pay.

Garbage and Recycling

Please dispose of your waste correctly. Garbage and recycling facilities are available inside or outside of each dormitory building.



UVIC DORMITORIES

Students must follow the **Community Standards** as outlined in the **Community Living Handbook**. These terms and conditions apply to all students staying in UVic residence buildings.

Alcohol

- Permitted in dorm rooms if you are 19+ years old.
- No alcohol in public areas, including lounges and outdoor spaces

Quiet Time

- Sunday to Thursday: 9:00pm - 8:00am
Friday and Saturday: 12:00am - 10:00am

If you break the rules or laws while in UVic Dormitories, you will be asked to leave the dormitories and your program.

Smoking

- Permitted only outside in designated areas which contain red benches
- No smoking in buildings, including roofs and balconies



Who to Contact for Help in Dorms

Dormitory Cultural Assistants

Available during evenings and overnights until morning



Live in dorms to help with general student issues, questions, etc.

Campus Security

Available 24 hours a day, seven days a week



Help with emergency situations, first aid, safety, lost and found, etc.

ELC Dormitory Instagram

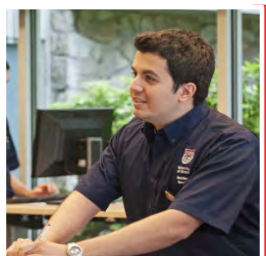
*Available ***



Message @elcdormitorysupport with any questions, students issues, etc. Monitored daily

Residence Services

Available 24 hours a day, seven days a week



Help with dorm room keys and lock outs, provide extra blankets and pillows, etc.



JAMIE CASSELS CENTRE



UVic's Jamie Cassels Centre is home to many different services

It is located directly across Ring Road from the Continuing Studies Building.
Here, you can:

- **Board a private charter buses** outside the building entrance for ELC trips going to Butchart Gardens and Vancouver
- Purchase lunch and snacks at the different food outlets in **Mystic Market**
- Ask any questions you have about UVic at the **Welcome Centre**
- Buy tickets and enjoy performances at the **Farquhar Auditorium**

EATING ON CAMPUS



There are many places where you can buy food at UVic! Below are some locations that accept cash, debit, credit card and ONECard:

UVic Outlets - Meal Plan Areas

The Cove

Inside Cheko'nien House (Next to the SUB)

The Cove has 10 food kiosks which include vegan, vegetarian, no-gluten, no-dairy, and halal options.

Mystic Market

Inside the Jamie Cassels Centre (JCC)

Mystic Market contains many different restaurants, has lots of tables for eating, and is just across the street from CST!

Non UVic Outlets

UVSS Food Outlets

Inside the Student Union Building (SUB)

The SUB has a grill, health food bar, coffee shop, and more! Food services here are **not** covered by your meal plan for dormitory students.

Starbucks

Beside the Bus Loop

The only Starbucks in Victoria that can accept payment through ONECard! *Note: Food services here are **not** covered by your meal plan.

There are many more outlet locations at UVic! For a list of every place to eat at UVic, and information like store hours and specials, visit uvic.ca/services/food.

MEAL PLAN (DORMITORY STUDENTS)

Your ONECard has been loaded with a meal plan for 3 meals per day. Money remaining on your card by the end of the program will not be refunded. Please use your meal plan dollars during your program.

Food Services Hours and Locations: <https://www.uvic.ca/services/food/where/index.php>

Hot meals are available during the following hours:

- Breakfast: 7:00am – 10:00am
- Lunch: 11:00am – 2:00pm
- Dinner: 4:00pm – 7:00pm



Your ONECard's meal plan cannot be used in any of the SUB food service locations, Starbucks or the UVic Bookstore. If you would like to use your ONECard at any of those locations, you will need to load money on the FLEX plan online or by going to the ONECard office in the Jamie Cassels Centre.

More information about UVic's Food Services: www.uvic.ca/services/food.



THE STUDENT UNION BUILDING



The **Student Union Building (SUB)** is a building of businesses and services run by UVic students.

Places in the SUB are:

- The **UVSS food outlets**, where you can buy health food, grilled food, pizza, snacks, drinks, and more! Services here are not included in the dorm meal plan.
- The **Vertigo Lounge**, a great place to eat with plenty of seating and tables.
- **ZAP Copy**, a store where you can print your documents and assignments.
- **Heart Pharmacy**, where you can buy medicine and other pharmacy items.
- **Felicita's Campus Pub**, enjoy food, drinks, and entertainment. Must be the legal drinking age (19 or older) to enter, and will need to show government issued ID.

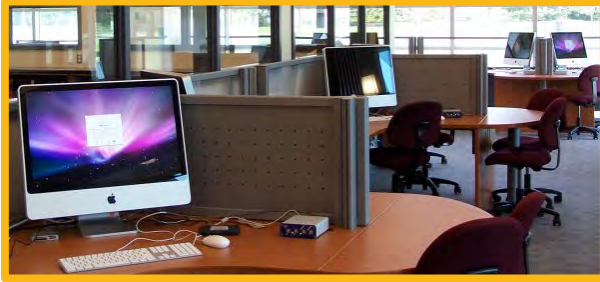
Cinecenta Movie Theatre



Cinecenta is the campus movie theatre. Located in the SUB beside the Bus Loop entrance, this is a great place to see all kinds of films for a great price!

Cinecenta is also where you can find the **Munchie Bar**, a small shop where you can buy coffee, snacks, and sandwiches, and popcorn!

CAMPUS COMPUTERS + PRINTING



Computers

If you need to use a computer, you can find many available on the first floor of the **McPherson Library**. You can log into any of these computers with your **Netlink ID** and password (see Page 4).

The **Learning Centre** also has some computers that you are welcome to use for English homework. However, the Learning Centre does not have a printer.

Printing

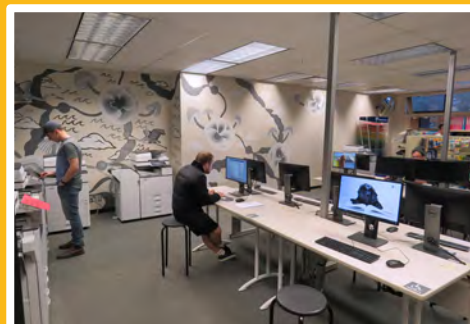
The McPherson Library has four print stations. Black & White printing is **\$0.12 per page**, which you pay for using your **ONECard** (see Page 5). You can access these print stations from any library computer - if you need help, library staff are happy to assist you.

ZAP Copy

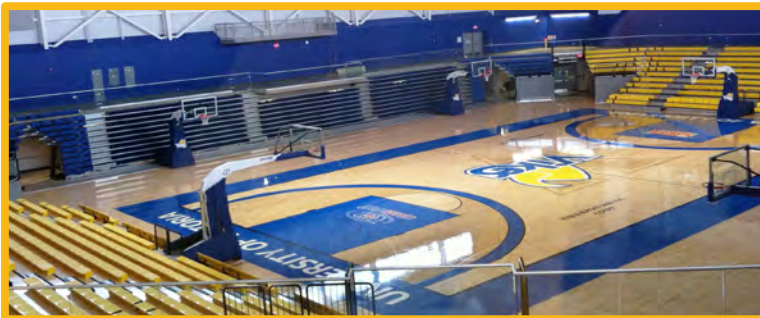
ZAP Copy is another place you can print your documents. Located in the Student Union Building.

Like the McPherson Library, you can use your **ONECard** to pay for printing at this store - a ZAP staff member can help you set up your account if you need assistance.

At ZAP, Black & White printing is **\$0.11 per page**.



CAMPUS GYM



CARSA

CARSA is UVic's Centre for Athletics, Recreation, and Special Abilities.

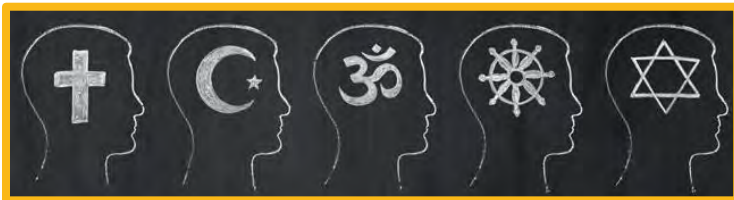
ELC students are part of the gym's **ALL IN Fit and Climb** package, which includes full access to:

- The CARSA Fitness Weight Centre
- The CARSA Rock Climbing Centre
- Reservations for Group Fitness classes
- Drop-in times for the CARSA Fieldhouse
- Free tickets to Vikes games and events
- And more!

You must sign a waiver before you can use any of CARSA's facilities. Please do so the first time you visit the gym. The fitness centres require indoor running shoes and the climbing wall requires climbing shoes (you can rent climbing shoes at CARSA).

You can check online for drop-in times and book group fitness classes at <https://vikesrec.ca/>.

MULTIFAITH CENTRE



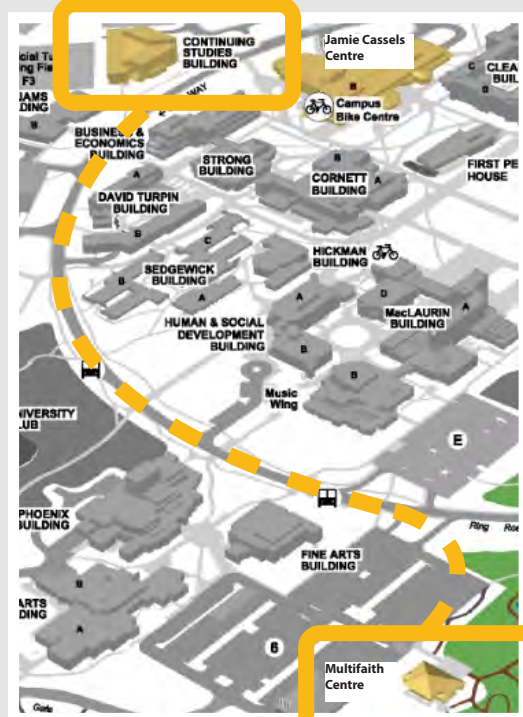
The **Multifaith Centre** seeks to foster community while providing spiritual and religious support for the students and staff at the University of Victoria.

With a wide variety of spiritual leaders of many different religions, the Multifaith Centre offers:

- Prayer and meditation groups
- Pastoral counseling
- Weekly activities such as a Pet Café, drumming, and Laughter Yoga
- Workshops on a variety of interests

Want to get connected? You can visit uvic.ca/campus/multifaith-centre to learn more!

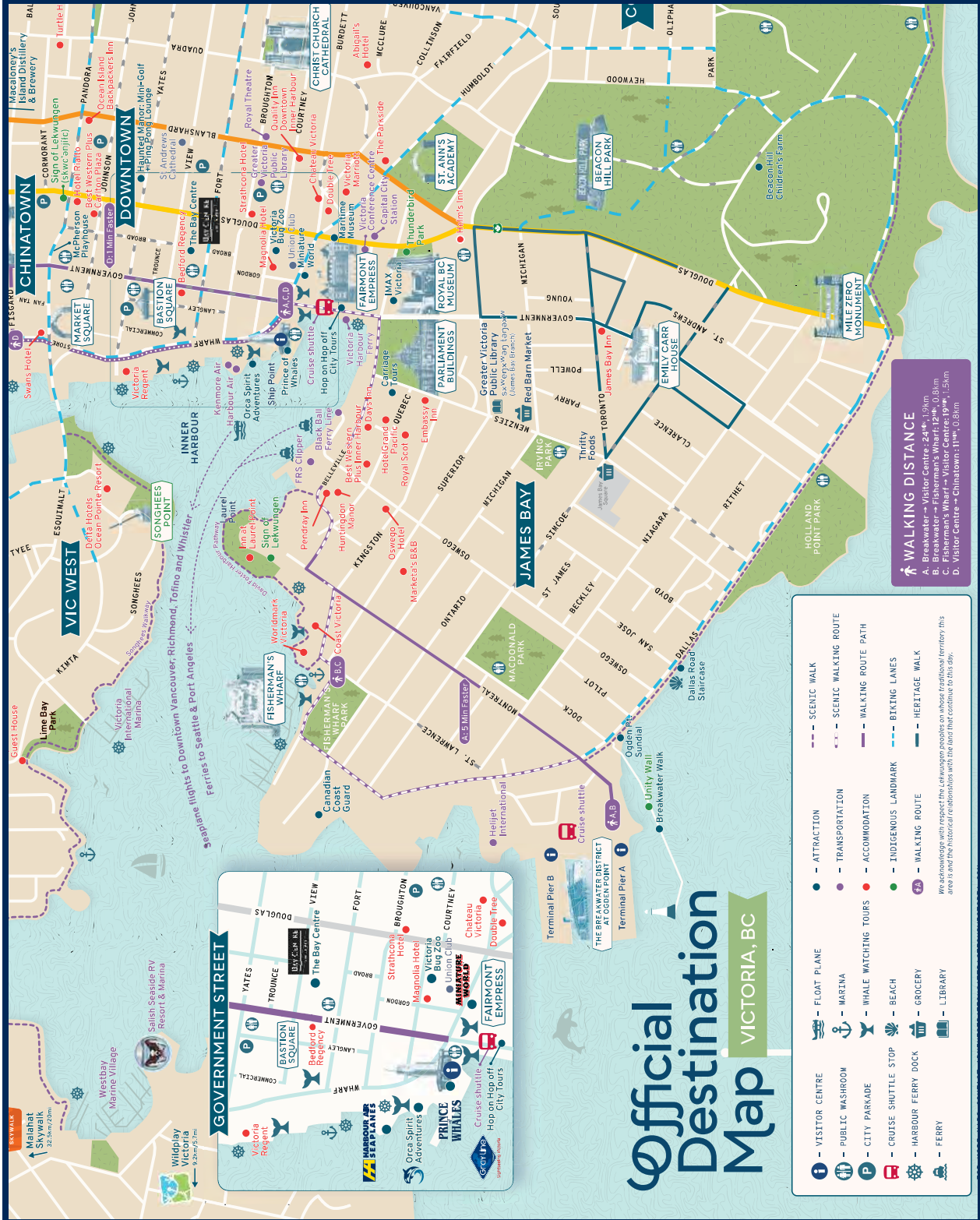
Finding the Multifaith Centre



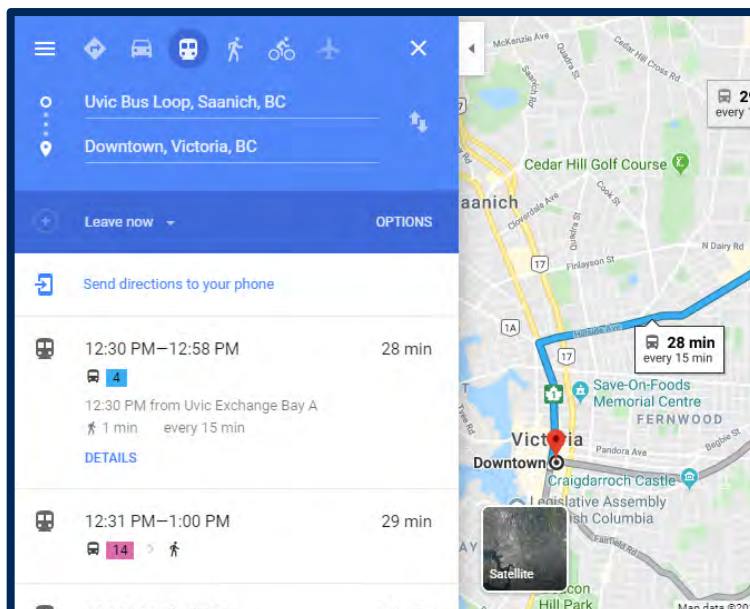
Greater Victoria



Downtown Victoria



TAKING THE BUS IN VICTORIA



During your program orientation, you will receive your **UMO** card which allows you to ride on any BC Transit bus while in Victoria. Here are some tips for taking the bus:

- **Plan to arrive at the bus stop a 5 minutes early.** Buses often don't arrive exactly on schedule, and might leave without you if they are early.
- When you first get on the bus, **tap your UMO** card in the area shown. Please **DO NOT INSERT** your card into the farebox - it will destroy your UMO card!
- Press a **red STOP button** (or pull on one of the **yellow cables** along the bus windows) to let the driver know you want to get off at the next bus stop.
- The seats at the front of the bus are called **courtesy seating**. You are welcome to sit there, but if a senior citizen or someone with a wheelchair or stroller needs a seat, please offer these seats to them.

Planning Your Trip

When you take the bus, knowing where to go is very important! You can plan your trip on your phone with free applications like **Google Maps**. Bus fares are on the [BC Transit website](https://www.bctransit.ca/en/ fares).

Safety Stops

If you ever feel unsafe, you can ask the bus driver to let you off between regular bus stops. Please ask your driver at least one stop ahead of where you want to get off.

MEDICAL INSURANCE + HEALTH CLINICS



All students at the English Language Centre have **guard.me** medical insurance coverage for the duration of your studies with us.

This plan covers medical services required to address new and unexpected illness or injury. More information is available at <https://continuingstudies.uvic.ca/help-centre/international-students>.

Find a Health Clinic

If you need to talk to a health professional in person, go to guard.me/uvcs, select **Find a Canadian Clinic**, and follow the easy instructions. The website will bring up a list of available clinics close to you! **DO NOT** go in person until you have made an appointment online or by phone.

Using the **mobileDOCTOR** App

If you are feeling unwell, you can use the **mobileDOCTOR** app for immediate medical advice. This app offers confidential video consultation 24 hours a day. 7 days a week.

Be prepared for an unexpected illness by downloading the **mobileDOCTOR** app and following the steps at guard.me/uvic/mobileDOCTOR. You will need your policy number and date of birth.

Submit an Insurance Claim

In some situations you will need to pay the clinic and then submit a claim to **guard.me** to be reimbursed for eligible services. Visit guard.me/uvcs, select **Submit a Claim** and follow the easy instructions!

PERSONAL SAFETY



Canada is a wonderful place to visit and study. We are a peaceful and friendly country. But it is better to be safe than sorry, so here are some tips to help you stay comfortable and safe:

- Never leave your items alone in a public space
- When you go out, plan ahead! Know where you are going and how to get there
- If someone is bothering you, don't worry about their feelings - tell them to stop!
- When you go out at night, go out with friends
- You can always ask Canadian police for help - they are friendly and professional
- **In an emergency, call 9-1-1.**

Don't be Fooled by Scams

Some people may try to trick you into giving them your money / personal information over the phone or online. Use this advice to protect yourself:

Talk to someone you trust first. Before you transfer money or information, you can ask your homestay parents or a CA if you are worried. If an email from a friend seems strange, don't reply - ask them about their message another way.

Research online. If a company wants something from you, look up their company name and address online along with "scam" or "fake." You can see if other people have been tricked.

COUNSELLING

Sometimes, being in a country far from home can be challenging. It is always okay to ask for help!

At the English Language Centre, free and confidential counselling services are available for you to see someone who will help you.

Common reasons students might need counselling support include:

- Missing home
- Feeling sad, angry, lonely, or upset
- Going through a difficult time
- Having a family emergency



Student Immigration Advising

Are you a temporary resident in Canada and have immigration questions related to your study program?

We have a Regulated International Student Immigration Advisor (RISIA) available to answer your questions.

Common reasons students might need immigration assistance include:

- Want to stay in Canada longer
- Need to extend their current study permit
- Need to travel outside of Canada and return
- Want to work during the program of study

Making an Appointment

If you want to speak with our **Student Support Coordinator** or the **Student Immigration Advisor**, you can schedule an appointment

To make a meeting, visit the **Student Services** area and talk to one of our friendly receptionists. Their office is located on the 2nd Floor of the Continuing Studies Building.

For visual directions to the office, see the English Language Centre Map on Page 7.

THE SUGGESTION BOX



The English Language Centre is always happy to hear your feedback and suggestions!

If you have any comments you would like to share with us, please write your comment on a piece of paper and address it to one of the following staff:

- **Academic Issues:** Selena Bryan
- **Activities:** Don Mellings
- **Homestay:** Paula Ceroni
- **Registration:** ELC Registration
- **Classroom:** Your teacher's name
- **Not sure?** ELC Administrator

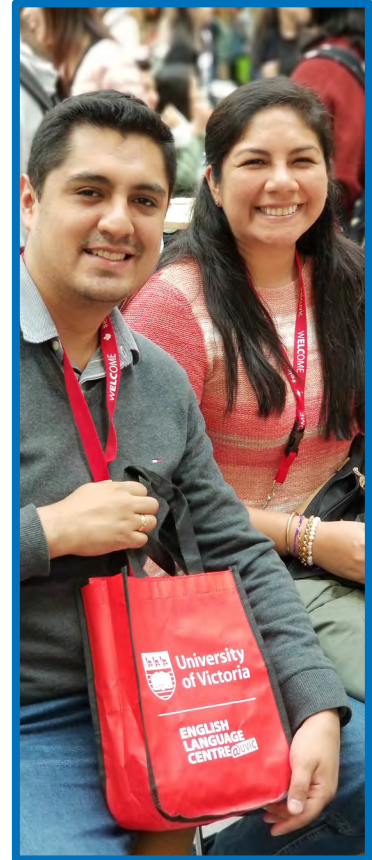
Leave your message in our suggestion box, and it will be delivered shortly.

Talk to Us In-Person



You are also welcome to speak to any of us directly about your ideas or comments! Come to **Student Services** and let one of our staff know that you want to make an appointment.

For visual directions to the office, see the English Language Centre Map on Page 7.










► Contact us

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