

# ESL SERVICES

## Summer English Language Program Student Handbook

[www.brocku.ca/esl-services](http://www.brocku.ca/esl-services)

## Table of Contents

Welcome to Brock .....	2
Before You Leave Home .....	2
Adapting to Canadian Culture.....	2
Study Permit and Visa Information .....	3
Address Changes .....	3
Airport Locations.....	3
Airport Transportation .....	3
What to Pack .....	4
Currency and Banking .....	4
Shipments and Canada Customs .....	5
Seasons.....	5
Living Costs .....	5
Other Information.....	6
While at Brock .....	6
Student Identification Cards.....	6
How to Set Up Your Computer Account .....	7
Computer Policy .....	7
SELP Information .....	8
Payment of Fees.....	8
Textbooks .....	8
Language Policy .....	8
Attendance and Grade Performance .....	8
Classroom Tips.....	8
Activities .....	9
Health Insurance.....	10
Accommodation .....	10
Homestay Fees.....	10
Homestay Accommodations .....	11
Other Accommodation .....	11
Brock University Policies .....	11
Tobacco and Smoking Policy .....	11
Student Code of Conduct .....	12
Things to Do Before Going Home .....	12
Website Resources .....	12
Contact Information.....	13
ESL Services .....	13
Frequently Called Numbers .....	13

## **Welcome to Brock**

Welcome to Brock University. We are sure you will enjoy your studies in our Summer English Language Program as well as learning about Canadian culture and exploring Ontario.

## **Before You Leave Home**

### **Adapting to Canadian Culture**

Coming from a country which has a different culture, language, customs and climate can be a disorientating experience.

Culture shock can be experienced in a number of ways, such as after having feelings of excitement in the first few weeks, but you may also find yourself feeling a bit sad, lonely, or confused.

This is a natural response. You will have to find new ways of doing things, different ways of communicating with people, and alternate ways of learning in the classroom. This can be a very stressful time.

While one student might experience culture shock by being extremely lonely or homesick, another student may experience it through physical systems such as headaches, upset stomach, insomnia or an inability to concentrate.

Symptoms can range from feeling sad and low, to a more severe depression. You may be aware of these feelings in the first few weeks, or the reaction may be delayed.

Making new friends is the best remedy for feelings of loneliness. You will have to make a special effort to reach out and meet people; personal and social contacts are important to your well-being and your adjustment in Canada.

One of the easiest ways to meet people is by joining clubs or associations, in the classroom, or by working on projects together.

Adapting to a new university, language, culture and country can be exciting, but also overwhelming at times.

Confidential counselling is available at the Student Development Centre which is located in the Schmon Tower, Room ST400. You may arrange an appointment by calling 905-688-5550 ext. 3240 or ext. 5484. The hours of operation are Monday to Friday from 8:30 am – 4:30 pm. Please note that they are closed from 12:00 pm – 1:00 pm.

They can help you:

- Manage stress and anxiety

- Deal with homesickness
- Communicate effectively and assertively
- Resolve conflicts
- Increase self-esteem and self-awareness

## **Study Permit and Visa Information**

Canada has laws and regulations governing international visitors who are temporarily within its borders. These laws and regulations are exact but complex, and they can be bewildering.

It is your responsibility to ensure that you have a valid study permit.

For more information, visit the International Services and Programs Abroad office website at [www.brocku.ca/international-services/student-services/visas-permits-2](http://www.brocku.ca/international-services/student-services/visas-permits-2)

## **Address Changes**

Please let us know whenever you move!

It is important to update your address and telephone number every time you move. This is the only way the University and the Summer English Language Program can reach you with important information, or in case of an emergency. You can visit the Administration office in the International Centre, Room 217/219 or call ext. 4317 or send your information via email to [eslbrock@brocku.ca](mailto:eslbrock@brocku.ca).

If you would like your transcript mailed to an alternate address, you must visit the Administration office in order to complete a request form.

## **Airport Locations**

Lester B. Pearson International Airport is located in Toronto, Canada. It is approximately 1 hour from St. Catharines.

Buffalo International Airport is located in New York State, U.S.A. It is approximately 1 hour from St. Catharines.

## **Airport Transportation**

You must arrange your own transportation from the airport. Many students travel by **Niagara Airbus Transportation Service**, who will bring you directly from the airport to your new home in St. Catharines.

This service runs out of Buffalo and Toronto.

Please make your reservations as soon as your flight is confirmed. **The Cost is approximately \$70.00 CDN, one way.**

Reservations must be made in advance by calling:

Toll Free Fax from:

North America 1-800-206-7222

Japan 0031 16 2022

South Korea 0038 14 0050

Hong Kong 800 933 629

Taiwan 0080 12 6184

Within Canada call: (905) 374-8111 Fax: (905) 374-0932

Website: [www.niagaraairbus.com](http://www.niagaraairbus.com)

When you arrive to the airport: go to the "Ground Transportation Desk" and show them your confirmation number. If you have difficulties finding the counter, please don't hesitate to ask someone for help and tell them you have a ride booked with Niagara Airbus.

### **What to Pack**

Temperatures for the summer can vary from 15 to 40 degrees Celsius. As you can see, you will need a variety of clothing (pants, sweaters, shorts, coats & t-shirts).

Do not worry if you do not have all of the right clothes. You can buy anything you need here.

If you enjoy sports, be sure to bring your bathing suit (there is an indoor pool at Brock), running shoes, workout clothes, bicycle or squash racquet, as there are excellent facilities available for Brock University students.

### **Currency and Banking**

When you arrive, try to have at least \$100.00 (Canadian or U.S.) in cash. A currency exchange service is usually available at the airport and there are several in St. Catharines. We recommend that you bring travelers' cheques or bank drafts. You may wish to open a bank account when you arrive in St. Catharines, although you may not need to for such a short program. This is a personal choice you can make.

In most cases to open a bank account you will need two pieces of identification. Identification that may be acceptable is your Brock University student ID card, valid passport, driver's license, etc. Check with the bank to see what form of identification they require. You will also need a local Canadian address. Banks will have different requirements to open a bank account. Make sure you ask the bank what is required to open an account.

Scotiabank (The Bank of Nova Scotia) is the only bank on-campus. However, there are many banks all throughout St. Catharines. You should always research what a bank has to offer to decide what bank is right for you. Some of the major banks in Canada are:

- Scotiabank: [www.scotiabank.com](http://www.scotiabank.com)
- RBC Royal Bank: [www.rbcroyalbank.com/](http://www.rbcroyalbank.com/)
- Bank of Montreal (BMO): [www.bmo.com](http://www.bmo.com)
- CIBC: [www.cibc.com](http://www.cibc.com)
- TD Canada Trust: [www.tdcanadatrust.com](http://www.tdcanadatrust.com)

## Shipments and Canada Customs

If you are planning to ship baggage to St. Catharines, be sure to check with a shipping agent regarding travel and arrival times at least one or two months in advance of your departure. Items should be addressed with the name of your host family.

If you are shipping "used clothes", make sure to write this on the box or you will be charged a tax on your own clothes when they arrive in Canada.

## Seasons

The climate in Niagara allows us to experience 4 distinct seasons throughout the year. The chart below will allow you to see some of the typical temperatures we experience along with the different times/seasons of year.

<u>Season</u>	<u>Months</u>	<u>Temperature Range</u>
Winter	December - March	-15° to 2° C (snow)
Spring	April - June	10° to 20° C (some rain)
Summer	July - August	20° to 30° C
Fall	September - November	7° to 20° C

## Living Costs

From Brock University's Student Awards and Financial Aid Office (2011): (Note: When it mentions per term, it means a term that is 14-weeks long)

### "Pocket Money/Entertainment/Miscellaneous

You should budget for an average of \$25 a week or about \$400 per academic term. Your own personal lifestyle, however, will dictate your actual expenditures.

### Clothing

Although most students dress casually, the amount to be budgeted for this category can vary widely. If you have not purchased a suitable wardrobe prior to the academic year, then allowance should be made for additional purchases that may be required during the year. i.e., appropriate clothes for [...], winter coat, etc. Recommend \$200 to \$300 per term.

### Rent

Rent, including utilities, is approximately \$400 to 500 per month (St. Catharines area, based on shared accommodation). Remember utility costs may increase in winter months.

### Food and Household Supplies *(If living on your own)*

From \$50 to \$75 per week per person.

### Telephone

\$50 to \$100 per month.

### Laundry and Dry Cleaning

Allow \$10 per week.

### Insurance

Students living away from home are urged to obtain comprehensive tenant's insurance. Students should check with their parents' insurance company to inquire about a rider on the parents' insurance to cover their belongings, or students can obtain coverage on their own at an estimated cost of \$20 per month. This includes coverage for theft, vandalism, fire and general liability.

### Married Student Expenses

While it is difficult to provide detailed advice to married students because of varied circumstances, couples should double the estimates of living costs above."

### **Other Information**

- If you are in Homestay, contact your Homestay family to say hello!
- Canada operates on 110 volts and 60 hertz.
- We hope that you will enjoy Canadian food while you are here, but if you want a "taste from home", we do have a few Asian, European and South American food stores and restaurants in town.

## **While at Brock**

### **Student Identification Cards**

You will get your student identification card during orientation (first day). Please be sure to bring Government issued photo identification such as a Driver's License or Passport and proof of your Brock ID Number (registration information).

However, if you miss getting your student identification card, or you lose your student identification cards can be obtained from the Brock Card Office, located on the lower floor of the Schmon Tower, beside the Market Place seating area. They are available Monday to Friday from 8:30 am – 4:30 pm. Please be sure to bring Government issued

photo identification such as a Driver's License or Passport and proof of your Brock ID Number (registration information).

To replace a lost or stolen Brock Card bring a valid Government issued piece of Photo I.D. to the Brock Card Office and a new card will be issued to you for a \$25 replacement fee or \$40 replacement fee if you are living or working in a residence that requires swipe access. Note - the Brock Card office can only accept cash payments for replacement ID cards.

### **How to Set Up Your Computer Account**

- Open Internet web browser and type in my.brocku.ca
- Choose "I am a new or returning student"
- Enter your student number and birth date and click next

You will then be able to choose a password and you will be able to log on to check your email account and use the computers in the computer lab.

If you forget your password, click on the link "Forgot your password?" and you will be prompted to enter your Student Number and Birth Date. You will be asked a security question and will be able to reset your password. If you forget the answer to your security question you will have to call the Help Desk at Information Technology Services at extension 4357.

### **Computer Policy**

Brock University has a computer policy in place that communicates user responsibilities; clarifies unacceptable use of IT resources and outlines the process used to resolve any allegation of inappropriate use of IT resources.

IT resources include personal computers, workstations, mainframe computers, supercomputers, ORION, file/database/application/e-mail/web servers, network resources, connections to these networks, services offered over these networks, all forms of software, all related peripherals and communication infrastructure. It includes all information in electronic or audio-visual format that any hardware or software make possible the storage and use of such information.

The complete policy is on the Brock University website at:  
[www.brocku.ca/webfm\\_send/2431](http://www.brocku.ca/webfm_send/2431)

## SELP Information

### Payment of Fees

The deposit covers all ancillary fees such as health insurance, bus pass, computer account, and student identification card. The deposit must be paid at time of registration. Full tuition is due **4 weeks** before the start of the program.

All fees are non-refundable unless your Visa application is denied by the Canadian Embassy. Upon proof of denial, a refund cheque will be issued minus a \$250.00 administration fee. Requests for refunds must be made within one year of the application date.

### Textbooks

During the first week of the program, you will be provided with a list of the appropriate textbooks and materials for all of your classes. You must purchase your own pens, pencils and notebooks (unless otherwise advised).

### Language Policy

It is important that you practice speaking English at all times in order to become fluent in the language. Whether you are in class, waiting for a class, or at a school-related function you must speak English. Your grades are affected by the amount of English you speak.

As a student attending the Summer English Language Program, *you are expected to speak English at all times.*

### Attendance and Grade Performance

In order to succeed in your studies, you must attend all of your classes. If you know in advance that you will not be able to attend class, please advise your teachers. You will still be marked absent but you may be able to be given the work that will be covered in class to complete at home.

It is important to note that when you renew your study permit the Immigration officers look at attendance records when making their decision to re-issue a study permit.

### Classroom Tips

- Be on time for classes.
- If you have a special name you would like to be called please tell your teachers. Otherwise, they will address you by your first name.
- If you wish to ask questions in class, raise your hand.

- If you are late for class, knock on the door and wait for permission before entering the classroom.
- If for some reason you have to leave early, tell the teacher before the class begins.
- Inform the teacher ahead of time if you know you will be late or absent from class.
- You are expected to attend all classes regularly, complete all of the assignments, and take all of the exams.

## **Activities**

While students are in the SELP they will enjoy many trips and events that exemplify many aspects of Canadian life in the Niagara area.

Please note that the activities listed below are an example of activities offered.

### Spring/Summer Activities†

- strawberry picking
- Jet Boat ride (optional\*)
- beach volleyball
- barbecues
- karaoke competition
- hike the Niagara Glen
- trip to Canada's Wonderland (optional\*)

### Year-Round Activities†

- practice speaking English during Conversation Cafes
- sign up for volunteer work
- conversation club
- hiking
- trip to Niagara Falls
- trip to Toronto
- paintball
- movie night
- basketball, volleyball, swimming -and other sports
- visit Niagara-on-the-Lake
- listen to presentations by speakers from the community
- attend local festivals
- pool tournaments
- bowling
- trips to Hamilton
- scavenger hunt
- tour and wine tasting at a local winery‡

†These events may not all occur, depending on availability and suitability. Other events may be substituted to meet specific requirements.

\*Optional Activities requires students to pay the costs.

‡ Legal drinking age in Ontario is 19. Alcohol will not be served without legal identification of age.

## Health Insurance

Health Insurance is included for the term you are enrolled and is through Student Guard Health Insurance (unless you have OHIP).

Some of the benefits of Student Guard include Hospital Services, Physician's Fees, Prescription Medication, and Emergency Transportation. For more information visit [www.guard.me](http://www.guard.me) or you can see the Standard Plan Information at [http://www.brocku.ca/webfm\\_send/20931](http://www.brocku.ca/webfm_send/20931).

Medical coverage is mandatory for ALL students. Health insurance is included with your ancillary (deposit) fees. Coverage commences on the first day of term, and lasts for the duration of the term (takes effect for the term you are enrolled in).

\*Note: StudentGuard only covers students up to the age of 65. Prospective students 66 years of age and older should contact [eslbrock@brocku.ca](mailto:eslbrock@brocku.ca) about the purchase of alternate health insurance.

***If you are planning to arrive more than a week before the start of the term you are enrolled in, you must arrange for your own health/travel insurance for the period of when you arrive in Canada and the start of term.***

The Medical Clinic at Health Services, Brock University (you can book an appointment by calling ext. 3243) bills directly to Student Guard. You will need to present your Student Guard Benefit Card as well as government issued identification.

In the event that you have to pay for medical services you must submit a claim form to Student Guard Health Insurance and attach the receipts or prescriptions. A claim form is provided in the package that you receive with your Benefit Card. There is a link on our website to Student Guard's website so you can print forms and obtain additional information.

## Accommodation

### Homestay Fees

The Homestay deposit must be included with the Homestay application. The deposit is non-refundable unless cancellation is given one month prior to the session start date. At the beginning of each session, if you want to change or extend your Homestay you

must fill out a change form and submit it to the Administration Office along with your receipt of payment.

### **Homestay Accommodations**

You will be living with a Canadian, English-speaking family. This will give you an opportunity to practice your English while learning about Canadian lifestyle and culture. Our families all live on a bus route to school. The homes are safe, secure, inspected and approved by the Housing Coordinator. Your host family will include you in their family activities. Your family will help you to adjust to Canadian culture and customs. Details about your host family will be sent to you prior to your departure from your country. Our Housing Coordinator will be able to assist you whenever you have questions or if you just want to talk about Homestay.

Please note that Homestay is a commitment for the length of the term and you must notify the Homestay office at least one month prior to your planned arrival if you wish to be considered for Homestay placement.

What to Expect in Homestay Guide: [www.brocku.ca/webfm\\_send/14015](http://www.brocku.ca/webfm_send/14015)

### **Other Accommodation**

It is possible for SELP students to live in the University's Quarry View Residences during the months of May, June, July, and August. To reserve space in the residence, students are responsible for making their own arrangements. The Quarry View townhouse-style has 3 or 4 single bedrooms per unit. You will be sharing the kitchen and living area with 2 or 3 other students of the same gender. We welcome roommate requests if you have any friends that will be taking the same program. These furnished units are air-conditioned and have a kitchen with fridge and stove, two washrooms (one full) and shared living area. Although you are welcome to make use of the kitchen facilities, please note that neither dishes nor pots or pans are provided. All bed and bath linens are not provided.

For further information please visit <http://www.brocku.ca/conference-services/individual/individual-students/ESL-Student-Housing>

## **Brock University Policies**

### **Tobacco and Smoking Policy**

Smoking at Brock University is prohibited except in outdoor Designated Smoking Areas which are specifically identified by signature signage. There are serious consequences for failure to comply with the policy.

The complete policy is on the Brock University website at: [http://www.brocku.ca/webfm\\_send/1113](http://www.brocku.ca/webfm_send/1113)

## Student Code of Conduct

Brock University has a Student Code of Conduct policy that has several purposes:

- to identify guidelines for appropriate student behaviour while at Brock University,
- to identify behaviour that is considered non-academic student misconduct and set out procedures for addressing such misconduct, and
- to set out procedures for responding to students-at-risk and their behaviour.

The complete policy is on the Brock University website at: <http://brocku.ca/student-discipline/code-of-conduct>

## Things to Do Before Going Home

Remember to do the following before you leave Canada:

- ✓ Make sure you do not owe any money to Brock University. If you do, your marks and certificate will be withheld until your account is paid in full.
- ✓ If you are returning, please make sure you have copies of your acceptance letter for the next IELP session to show Immigration officials if asked. Also, make sure that your travel arrangements are made in advance to ensure that your arrival date to Canada is prior to the session start date. You will be marked absent for every day that is missed.
- ✓ If you want your transcript mailed to you at an alternate address, make sure you fill out a request form.

## Website Resources

Brock University: [www.brocku.ca](http://www.brocku.ca)

ESL Services: [www.brocku.ca/esl-services](http://www.brocku.ca/esl-services)

IELP: [www.brocku.ca/esl-services/programs](http://www.brocku.ca/esl-services/programs)

IELP/Undergraduate Conditional Offers:

[www.brocku.ca/registrar/admissions/admission-criteria/conditional-offers](http://www.brocku.ca/registrar/admissions/admission-criteria/conditional-offers)

Homestay: [www.brocku.ca/esl-services/accommodation/homestay-students](http://www.brocku.ca/esl-services/accommodation/homestay-students)

Off-Campus Living: [www.brocku.ca/ocl](http://www.brocku.ca/ocl)

ESL Services Frequently Asked Questions: [www.brocku.ca/esl-services/faq](http://www.brocku.ca/esl-services/faq)

Facebook: [www.facebook.com/brocku.esl.services](http://www.facebook.com/brocku.esl.services)

My.Brocku.ca: [my.brocku.ca](http://my.brocku.ca)

Webmail: [webmail.brocku.ca](mailto:webmail.brocku.ca)

Campus Map: <http://www.brocku.ca/blogs/campus-map/>

## Contact Information

Please note that if you are calling within the University you only need to dial the extension. If you are calling from outside of the University, you must dial 905-688-5550 followed by “1” and then the extension number.

<b>ESL Services</b>	
Dr. Norma MacSween, Director <a href="mailto:nmacsween@brocku.ca">nmacsween@brocku.ca</a>	Ext. 6008
Ms. Stephanie Soccio, Associate Director, Student Affairs <a href="mailto:ssoccio@brocku.ca">ssoccio@brocku.ca</a>	Ext. 4021
Ms. Ty Bolibruck, Housing Co-ordinator <a href="mailto:homestay@brocku.ca">homestay@brocku.ca</a>	Ext. 5042
Ms. Jennifer Barton, Communications & Student Engagement Coordinator <a href="mailto:jbarton2@brocku.ca">jbarton2@brocku.ca</a>	Ext. 4610
Mr. Patrick O'Connor, Special Group and Project Coordinator <a href="mailto:poconnor@brocku.ca">poconnor@brocku.ca</a>	Ext. 5284
Ms. Pam Bradley Administrative Coordinator <a href="mailto:eslbrock@brocku.ca">eslbrock@brocku.ca</a>	Ext. 5587
Ms. Miranda Mitchelmore Administrative Assistant <a href="mailto:eslbrock@brocku.ca">eslbrock@brocku.ca</a>	Ext. 3947
<b>Frequently Called Numbers</b>	
Information Technology Help Desk (Computer Accounts)	Ext. 4357
Health Services (to make a Doctor's Appointment)	Ext. 3243
Security	Ext. 4300
Card Office (lost student identification cards)	Ext. 4770
Registrar's Office (offers from Brock University)	Ext. 3474
International Services	Ext. 3163
Parking Services	Ext. 4309

The mailing address is:

<ADDRESSEE'S NAME>  
ESL SERVICES  
BROCK UNIVERSITY  
500 GLENRIDGE AVENUE  
ST. CATHARINES, ON L2S 3A1

Fax number: (905) 688-1912

Afterhours IELP EMERGENCY cell phone number: (905) 650-3898

Campus Security phone number: (905) 688-5550 x. 4300