



# STUDENT HANDBOOK



**Global Village English Centre Victoria Ltd. doing business as Global Village Calgary\***

**\*Hereinafter referred to as Global Village Calgary**

**Global Village Calgary Student Information**

Welcome to Global Village Calgary; welcome to your *adventure in learning*; and, if you have just arrived from overseas, welcome to Canada! We hope you will enjoy your time with us and achieve great success with your language studies.

**Hours of Operation**

GV Calgary is open on the following schedule:

Monday to Friday                      8:30 AM to 4:00 PM

Phone #: 403-543-7300

Email: [calgary@gvenglish.com](mailto:calgary@gvenglish.com)

**GV Continuous Intake System** (aka “Weekly Intake”)

Students can begin any Monday at Global Village (Tuesday after a public holiday) and finish their studies on any Friday of the year.

**2025 Public Holiday Calendar**

The school will be closed on the following days:

New Year’s Day – Wednesday, January 1<sup>st</sup>

Family Day – Monday, February 17<sup>th</sup>

Good Friday – Friday, April 18<sup>th</sup>

Victoria Day – Monday, May 19<sup>th</sup>

Canada Day – Tuesday, July 1<sup>st</sup>

BC Day – Monday, August 4<sup>th</sup>

Labour Day – Monday, September 1<sup>st</sup>

National Day for Truth and Reconciliation – Tuesday, September 30<sup>th</sup>

Thanksgiving – Monday, October 13<sup>th</sup>

Remembrance Day – Tuesday, November 11<sup>th</sup>

Christmas Day – Thursday, December 25<sup>th</sup>

Boxing Day – Friday, December 26<sup>th</sup>

New Year’s Day – Thursday, January 1<sup>st</sup>, 2026

### **English Level Test & Class Placement**

To determine your English level and class assignment, you will take an English Level Test on your first day at the school. This includes a 30-minute written test and a short face-to-face oral test. After the tests are marked, students are placed in a class that suits their English level.

Your class information will be posted on the 3<sup>rd</sup> floor hallway by 1:00 PM Monday.

### **GV Level Entry Guide – General English**

The General English Program at Global Village consists of 8 levels (1 = Beginner, 8 = Advanced). It usually takes 10-12 weeks for students to complete one level in this program.

Based on your level at the time you arrive, you will be placed in the following GV levels:

| <b>GV Levels</b> | <b>Equivalent</b>  | <b>CEFR*</b> | <b>Cambridge</b> | <b>IELTS</b> | <b>Business (BULATS)</b> | <b>Business (BEC)</b> | <b>TOEFL (iBT)</b> | <b>TOEIC</b> |
|------------------|--------------------|--------------|------------------|--------------|--------------------------|-----------------------|--------------------|--------------|
| <b>GV 8</b>      | Advanced           | C2           | CPE              | 7            | 90-100                   |                       | 110-120            | 900-990      |
| <b>GV 7</b>      | Pre-Advanced       | C1           | CAE              | 6.5          | 75-89                    | Higher                | 98-109             | 800-899      |
| <b>GV 6</b>      | Upper Intermediate | B2+          | FCE1             | 6            | 60-74                    | Vantage               | 87-97              | 700-799      |
| <b>GV 5</b>      | Intermediate       | B2           | FCE2             | 5.5          | 40-59                    |                       | 57-86              | 600-699      |
| <b>GV 4</b>      | Lower Intermediate | B1+          | PET              | 5            | 20-39                    |                       |                    | 500-599      |
| <b>GV 3</b>      | Pre-Intermediate   | B1           | KET              | 4            | 6-19                     |                       |                    | 400-499      |
| <b>GV 2</b>      | Upper Beginner     | A2           |                  | 3            | 0-5                      |                       |                    | 250-399      |
| <b>GV 1</b>      | Beginner           | A1           |                  | 1 + 2        |                          |                       |                    | 100-249      |

Note: This chart is an approximate guide. The school reserves the right to place a student in a level based on results of a comprehensive oral and written test conducted on the first day of class.

## **GV's Specialized Programs**

In addition to the General English Program (GEP), GV Calgary also offers engaging Specialized Programs.

GV Calgary's Specialized Programs are:

- English for Academic Purposes
- Work Readiness Program

## **GV School Level Entry Guide – Specialized Programs**

The chart below provides entry level details for these courses:

| <b>Course</b>  | <b>Entry level requirement</b> | <b>Length of course</b> |
|--|--------------------------------|-------------------------|
| Work Readiness Program                                 | GV4                            | 1 - 8 weeks             |
| English for Academic Purposes (EAP) or University Prep | GV5                            | 4 - 48 weeks            |

## **Level Changes for new students**

GV schools use an assessment testing process that has been highly effective in matching students to classes of the appropriate level. However, if you feel you have been placed in the wrong level, try it for one day (Tuesday) and, if you are still concerned, please speak to the Director of Programs who can help you understand the reasons why you have been placed at a certain level.

If you still feel you'd like to move levels then the Director of Programs will speak to your teacher. Your teacher will assess you for the rest of the week and then tell the Director of Programs his/her final decision. The final decision will be communicated to you by the Director of Programs on the Monday of your 2<sup>nd</sup> week. All morning class change requests must be made by Wednesday of your first week at the school.

## **Class Schedule**

| <b>Monday to Friday</b> | <b>20 Lessons</b> | <b><i>Monday to Thursday</i></b> | <b><i>25 + 30 Lessons</i></b> |
|-------------------------|-------------------|----------------------------------|-------------------------------|
| Class                   | 08:45 – 10:25     | <i>Elective Option 1</i>         | <i>13:05 – 14:10</i>          |
| Break                   | 10:25 – 10:40     | <i>Break</i>                     | <i>14:10 – 14:25</i>          |
| Class                   | 10:40 – 12:20     | <b><i>Monday to Thursday</i></b> | <b><i>30 Lessons only</i></b> |
| Lunch                   | 12:20 – 13:05     | <i>Elective Option 2</i>         | <i>14:25 – 15:30</i>          |

One lesson = 50 minutes

## **Attendance & Participation**

Students are encouraged to be on time each day and must attend at least 80% of each of the classes, including the afternoon Elective classes.

- You must be in class before official start times (above).
- In emergencies, you may be allowed to enter up to 15 minutes late for the morning class only.
- If you arrive after 9:00 am, you cannot enter class until after the 10:25-10:40 break. You will only receive a half-mark (1/2) for your attendance.
- Late students do not have access to administrative staff until break time.
- To report an absence, please phone the school at 403-543-7300 or email [calgary@gvenglish.com](mailto:calgary@gvenglish.com). Please include your full name, your teachers' names and the reason for your absence.

If a student's attendance goes down to 80%, they will need to speak to the Director of Programs.

Students with low attendance (below 80%) may have their graduation certificate affected in the following way: For each 4-week reporting session with attendance below 80%, 4 weeks will be deducted from the total number of weeks on the graduation certificate.

Please remember that your attendance does affect your grade. It is very difficult to move up to the next level if you don't go to every class. If you miss classes, you will not learn what will be on your tests.

### **Attendance & Participation (continued)**

On the progress report card, which you will receive every 4 weeks, students with perfect attendance (100%) will receive five (5) points towards their final grade. For those without perfect attendance, your participation mark will be scored in the following way:

| <b>Attendance</b> | <b>Participation Mark</b> |
|-------------------|---------------------------|
| 95-100%           | 5.0 / 5                   |
| 90-94%            | 4.5 / 5                   |
| 85-89%            | 4.0 / 5                   |
| 80-84%            | 3.5 / 5                   |
| 75-79%            | 3.0 / 5                   |
| 70-74%            | 2.5 / 5                   |
| 65-69%            | 2.0 / 5                   |
| 60-64%            | 1.5 / 5                   |
| 55-59%            | 1.0 / 5                   |
| 50-54%            | 0.5 / 5                   |
| under 50%         | 0.0 / 5                   |

**NOTE:** Students who attend fewer than 50% of their classes receive zero for class participation.

### **Excused Absence Policy**

An absence will only be excused (i.e. not be deducted from the final attendance mark) in the following circumstances:

1. If you are sick and you notify the school the same morning you are sick (doctor's note required to excuse more than three illness-related absences in one study block) Phone # to leave a message: 403-543-7300 or email: [calgary@gvenglish.com](mailto:calgary@gvenglish.com).
2. If you are attending an interview (job interview, scholarship interview, immigration interview, etc.) which you have notified the school about.
3. Other documented circumstances beyond the student's control, such as flight delays, etc.
4. If you are a parent and need to stay home to care for a sick child; or if you need to stay home to look after your child(ren) on a Professional Development Day.

Students are allowed a maximum of 3 excused absences for each 4-week reporting session.

## **Grading & Progress Reports**

Students will be considered for progress to the next level every 4 weeks. At this time, a progress report will be handed out and students must achieve a minimum mark of 80% in order to move to the next level. The marks will be divided as follows:

|                         |      |
|-------------------------|------|
| 1. Language Quiz        | / 10 |
| 2. Reading Quiz         | / 20 |
| 3. Listening Quiz       | / 20 |
| 4. Writing              | / 20 |
| 5. Speaking             | / 20 |
| 5. In-Class Performance | / 10 |

The marks for the first three criteria will be determined on an on-going, daily basis according to the conversations you have with your classmates and instructor, homework completion and in-class assignments/projects.

## **Course and Class Cancellations**

The School may cancel a course due to low enrolment in which case alternative courses will be offered. The School may cancel classes, or dismiss students early due to conditions beyond the School's control, such as bad weather or a transit strike. In these cases, compensation may not be granted by the School. Refunds will not be granted for emergency situations which are beyond the school's control.

## **Materials and Technology Fee / Textbooks**

All students have to pay a materials fee of \$15.00 per week for printed materials and our online study resource. Global Village does not provide students with textbooks.

## **Our English Only Policy**

Speaking only English in the school is very important for your progress. GV wants to offer a total English environment for you, our students. So please speak only English when you are in the school. Your classmates will appreciate it if you follow this rule. If they hear you speak English, it will help them improve their English listening and speaking skills. Speak English everywhere in the school: in the lounges, in the classrooms, in the lobby. Students who continue to speak their first language only outside of the classroom will find that their progress through the levels will take longer.

If you must speak your first language (for example, to your mom or dad on your cellphone), you may do so in an empty classroom.

## **Office Building Etiquette**

1. Speak softly in the hallways.
2. Be careful when you are carrying open food or drinks in the school.
3. You must smoke 7 meters or more away from the entrance to the school building and not in front of the neighboring businesses.
4. Please don't stand in front of the main entrance of the building or in the lobby so that other people can move freely.

## **Using School Services & Amenities**

### **Kitchen**

- Feel free to use the microwave ovens and fridge. Never put metal or plastic in the microwave.
- The fridge is cleaned every Friday at 1:00 PM and we will throw perishable food in their containers in the garbage.
- Please wash your dishes by hand in the sink provided.
- For sanitary reasons, there are no shared dishes or cutlery. Please bring your own.

### **Lounge**

- There are 3 lounges for you to relax, eat, read, etc.
- Please treat all lounge furniture with respect, so that it is in good condition for all to enjoy.

### **Washrooms**

- The washrooms are for Global Village students and building tenants only. Please do not let people who you don't know use our washrooms.
- Keep the washrooms clean and do not leave water on the sink or floor.
- Please do not put anything in the toilet except toilet paper.

### **Wireless Internet**

- Wireless internet is available throughout the facility. Please obtain the code from Reception. Report problems with the internet to Receptionist immediately, so the issue can be fixed quickly.
- Please use English only in the classrooms and while using your own laptop in the lounges.

### **Lost and Found**

- Please do not leave your things in the classrooms or anywhere in the school. Please ask administrative staff for the Lost & Found if you have lost or found something.



## **GV Acceptable Computer Use Policy**

GV strongly believes in the educational value of electronic services and recognizes the potential to support curriculum and student learning by facilitating resource sharing, innovation, and communication.

Access to the internet allows students to explore thousands of libraries, databases, museums, and other repositories of information. Students are responsible for appropriate behavior on the school's computer network just as they are in a classroom. Communications on the network are often public in nature. General school rules for behavior and communications apply.

**Illegal copying** - Students shall never download or install any commercial software, shareware, or freeware onto network drives or disks, nor should students copy other people's work or intrude into other people's files.

**Inappropriate materials or language** - No profane, abusive or impolite language shall be used on the school's computers. Never view, send, or access materials which you would not want your teachers and parents to see. If you encounter such material by accident, please report it to your teacher immediately.

### **Follow the rules below to prevent the loss of GV network privileges:**

1. Do not use a computer to harm other people or their work.
2. Do not damage the computer or the network in any way.
3. Do not installing illegal software, shareware, or freeware.
4. Do not violate copyright laws.
5. Do not view, send, or display offensive messages or pictures.
6. Do not waste limited resources such as disk space or printing capacity.
7. Do not trespass in another's folders, work, or files.
8. Do notify a teacher immediately, if by accident, you encounter unacceptable materials.
9. Using the computers against these policies may result in loss of privileges.

## GV ONLINE – A Self-Study and Blended-Learning platform

We are very excited to offer all GV students access to GV Online – a language learning platform that you can use anytime, anywhere, on any device.

<https://gvonline.new.eflexlanguages.com/>

You will be able to use this website from your first week of classes until 4 weeks *after* your last day at school.

You can purchase more access at the Registration office: 4 weeks for \$20.00 or 12 weeks for \$49.00

On your Orientation Day, you will be given a student number. When you first log in, use this **GV Student number** as user name and password.

You will be able to update your login information in the "settings" function afterwards.

GV Online is for students and instructors:

|  |   |
|--|---|
| <p>You can practice:</p> <ul style="list-style-type: none"><li>• GV grammar points from Level 1-7</li><li>• General English skills</li><li>• Business English skills</li><li>• IELTS</li></ul> | <p>Your instructor:</p> <ul style="list-style-type: none"><li>• Will use it in class</li><li>• Will give you GV Online homework</li><li>• Can log in and see what you have done</li></ul> |
|--|---|

## **SCHOOL POLICIES**

### **Code of Conduct (All Students)**

Students are expected to meet and adhere to the Code of Conduct set out in this policy while completing a program of study at Global Village. If necessary, students should request clarification from the Director of Programs. "Student" means a person who is presently enrolled at Global Village.

While on Global Village premises or in the course of activities or events hosted by Global Village, students must:

1. Obey Canadian laws.
2. Respect all school rules and policies.
3. Speak only English during the lessons and within the school.
4. Attend class at least 80% of the time. Do not be late or absent. Participate in class and take exams.
5. Cooperate with staff and other students at all times. Students should ensure that their conduct and relationships with classmates, teachers, and staff is respectful at all times.
6. Not smoke inside the building or within 7 meters of the door outside. Smoking while on GV activities is also not allowed.
7. Not give, serve or sell alcohol, tobacco, cannabis, prescription or non-prescription drugs to students under the age of 18.
8. Not come to school or participate on activities under the influence of alcohol, cannabis or non-prescription drugs. If you have a medical condition which requires prescription drugs that negatively affect your performance or judgment, please inform the Director of Programs.
9. Not block the entrance to the building, elevators, suite(s), or convene in the lobby.
10. Inform the Registrar(s) of any changes in your study plans as early as possible.
11. (Homestay students) Follow all guidelines set out in the Homestay Agreement, and must inform the Homestay Coordinator(s) of any changes in your homestay plans at least four (4) weeks in advance.

The above list sets out examples of prohibited conduct. It is intended to help students understand the type of conduct that will be subject to discipline and is not exhaustive.

Students who violate the Code of Conduct will be subject to the procedures and discipline outlined below, which may include immediate dismissal from the institution.

### **Underage Student Code of Conduct (17 and under)**

In addition to the regulations above, underage students are:

1. Not permitted to purchase or consume alcohol, tobacco, cannabis, or other non-prescription drugs. Prescription drugs must only be taken when prescribed by a doctor.
2. Required to live with a host family, arranged by GV or a legal custodian, and may not live in alternative accommodation which has not been pre-approved.
3. Expected to attend homestay/family meals as follows: 12 to 15 years olds are expected to return home by dinner time every day. 16 to 17 year olds are expected to eat dinner with the host family every weekday night during the first week of the homestay, and at least 3 out of 5 weekday meals for the remainder of stay.
4. Expected to abide by the following curfews: 12 to 15 years olds are expected to return home by dinner time every day. 16 to 17 year olds are expected to return home on weekday evenings (Sunday to Thursday nights) by 10:00PM and 11:00PM on weekends (Friday and Saturday nights). The student will not disturb the household after these hours.
5. Required to return to the homestay to sleep each night. Sleepovers are not permitted.
6. Not to invite guests back to the home without the permission of the homestay.
7. Encouraged to contact the Director of Programs immediately if they feel uncomfortable with the conduct of any staff member.
8. Encouraged to contact the Homestay Coordinator if they are uncomfortable with the behavior of their host family.
9. Encouraged to contact the GV emergency line if they require after-hours emergency support of any kind.

Underage students who do not conform to the expectations outlined in the Student Code of Conduct and Homestay Guidelines will not be placed with other families.

The school reserves the right to dismiss students who do not follow the Student Code of Conduct.

### **GV CALGARY GENERAL FINANCIAL POLICIES**

All policies are subject to change. Please check this page for updates.

1. Price validity: All registrations for studies in 2026 received on or before December 31, 2025, will be charged 2025 rates for tuition and fees (apart from homestay). Homestay registrations for studies in 2026 received on or before December 31, 2025 will be charged 2025 rates only if full invoice payment is made by December 31, 2025.
2. Letter of Acceptance: A letter of acceptance will be issued upon receipt of the completed registration form and a payment. Please check with the school on payment policy. An original copy may be mailed, faxed, or emailed upon request. The school is not responsible for any extra courier charges.

3. **Payment:** Certain enrollment may require full invoice pre-payment. Check with the school and local consulate or embassy on payment methods and any other requirements. Payments to Global Village may be made by credit card, wire transfer, EFT, PayPal, or Interac e-transfer. Additional bank charges may apply in some cases. Full payment of homestay fees is required 4 weeks before homestay start date, and full payment of tuition and all other fees is required 1 week before course start date.
4. **Minors:** Students under the age of 18 must have their student contract signed by a parent or legal guardian. Underage students must submit underage agreements signed by their parents/legal guardians. Custodial letters are available only for underage students living in Global Village Homestay; an additional fee applies.
5. **Medical insurance:** Students are required to have sufficient medical insurance coverage before arrival. \$500,000 minimum coverage is strongly recommended. Students are not required to purchase insurance through Global Village, but may do so if desired.
6. **External Fees:** Any external service provider costs (including but not limited to legal costs, insurance costs, and activity costs) are non-refundable.
7. **Availability:** Start dates, classes and course content may change at any time and without prior notice. The fees, dates and conditions listed in this brochure are subject to change at any time and without prior notice. All courses are available based on enrollment.
8. **Program Change Fees:** A program reduction fee of \$110 will be applied when students reduce the number of booked weeks after a letter of acceptance has been issued, or if students make alterations to their booked courses after the course start date.
9. **Responsibility:** Global Village English Centre Victoria Ltd. (dba Global Village Victoria + dba Global Village Calgary) accept no responsibility whatsoever for any loss or damage to the personal belongings or property of a student or course participant or for any injury to or death of a student or course participant occurring on or off school property. Students must comply with the rules of the school. Failure to do so may result in dismissal. Please check with the school regarding a complaint resolution procedure.

## **GV CALGARY POLICY FOR TUITION FEES**

1. **Definitions:** In this policy, the word “course” refers to the full cycle of studies to which the student registered. The “course start date” refers to the start date listed in the student contract. In case of transfer from one school to another, the earlier contract date is the course start date.
2. **Refund Procedure:** A student may be entitled to a refund of tuition fees in the event that the student provides notice to the school that he or she is withdrawing from the course; or the student provides a copy of the visa rejection letter from IRCC, or the school provides notice to the student advising that the student has been dismissed from the program. The notice of withdrawal or dismissal may be delivered in any manner, provided that a receipt or other verification is available that indicates the date on which the notice is delivered. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
3. **Refund Calculation:** The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the school is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.

4. Overpayment: If the school has received fees in excess of the amount it is entitled to under the student contract, the excess amount will be refunded.
5. Involuntary Disqualification: Where a student did not meet the school's specific minimum requirements for admission through no misrepresentation or fault of their own, the school will refund all tuition and fees paid under the contract, less the applicable non-refundable student registration fee.
6. Time of Refund: Refunds owed to students will be paid within 30 days of the school receiving notification of withdrawal and all required supporting documentation, or within 30 days of a school's written notice of dismissal.
7. Withdrawal due to visa rejection: On receipt of the student's visa rejection letter from IRCC, all tuition and fees will be refunded, apart from the non-refundable registration fee and any non-refundable accommodation fees. If the school has waived the non-refundable registration fee for any reason, this waiver shall be invalidated in case of the student's visa denial or booking cancellation, and the school shall retain this fee.
8. Withdrawal before the course start date:
  - If a student withdraws 30 days or more before the start of the course, the school will retain 25% of the tuition due under the contract and refund the remainder to the student.
  - If a student withdraws less than 30 days before the start of the course, the school will retain 40% of the tuition due under the contract and refund the remainder to the student.
9. Withdrawal after the course start date:
  - If a student withdraws (or is dismissed) before 5 calendar days of the course start date have passed, the school will retain 50% of the tuition due under the contract and refund the remainder to the student.
  - If a student withdraws (or is dismissed) after 5 or more calendar days have passed since the course start date, no refund on tuition will be paid.

## **GV CALGARY REFUND POLICY FOR HOMESTAY FEES**

The refund to which a student is entitled is calculated on the total homestay fees due under the contract. Where total homestay fees have not yet been collected, the school is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract. Cancellation is considered to be effective from the end date specified in the cancellation notice.

1. Cancellation before the homestay start date:
  - If a student cancels 12 weeks or more before the homestay start date, 100% of homestay fees will be refunded.
  - If a student cancels 12 weeks or less before the homestay start date, 100% of homestay fees will be refunded, with the exception of the Homestay Placement Fee.
2. Cancellation after the homestay start date:

- In the event that a host family failed to meet the required homestay conditions, the student will be moved to another Homestay at no additional charge. No refund will be given for the period of homestay already used.
- If a student cancels 3 or more weeks prior to the effective cancellation date, then the Homestay Placement Fee and any used homestay fees will be retained, and 100% of unused homestay fees will be refunded.
- If a student cancels less than 3 weeks prior to the effective cancellation date, then the Homestay Placement Fee and any used homestay fees will be retained. In addition, 3 weeks further of homestay fees will be retained, and a \$150 cancellation fee will be charged. 100% of remaining homestay fees will be refunded.

### **Registration Extension Policy**

1. If you would like to extend your studies, please see the Registrar as soon as possible to see if space is available.
2. You need to pay a \$500 deposit in order to officially extend your course and pay the remaining balance before the first day of your extended course and receive a new Letter of Acceptance.
3. If you decide to take a vacation, you will only be able to return to our studies if there is a space available.
4. If you need to extend your visa, please talk to the registrar 12 weeks before your visa expires.

### **Vacation Policy**

1. All students who decide to take a leave of absence must give two weeks' notice. Students who are in a GV Homestay must give four weeks' notice.
2. Students may take a 1, 2, 3 or 4 week vacation and apply those weeks to their end date.
3. A maximum of 4 weeks' vacation is allowed for any student, regardless of their period of study.
4. Students holding a student visa who fail to resume classes when scheduled without notifying GV School may be reported to immigration.
5. Students who fail to resume classes at the scheduled time without notifying GV School, will not be allowed to prorate their fees.
6. Students who expect to return late from their holidays must notify the Registrar at GV School as soon as possible.
7. **For students in homestay**, a student can take up to 4 (four) weeks of vacation at a time. If they decide to take 1 (one) or 2 (two) weeks of vacation, the payment made to host families will be the full weekly amount. For vacations of 3 (three) to 4 (four) weeks, payment will be half (50%) of the weekly amount for the full vacation duration.

### **GV School Transfer Policy**

1. If you would like to transfer to GV Victoria, you must talk to the registrar at least 4 weeks before the date you would like to transfer.
2. The registrar may ask you to pay a deposit before you transfer.

### **Program Changes**

If you want to change your program, we recommend you talk to the Registrar or Director of Programs two weeks before you wish to start (change from General English to EAP, for example).

### **Harassment & Bullying Prevention Policy**

We are committed to providing a caring, friendly school environment for all of our students so they can learn in a safe and secure learning atmosphere. Bullying or harassment of any kind is not tolerated at GV Schools. If harassment or bullying does occur, all students should be able to speak up and know that their harassment/bullying incident report will be dealt with promptly and effectively. We are a telling school. This means that anyone who knows that harassment or bullying is happening at school or within a homestay is strongly encouraged to contact the Director or another staff member for counseling and assistance.

#### **What Is Bullying?**

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim. Bullying can be:

- Emotional: being unfriendly, excluding, tormenting (e.g. hiding books, threatening gestures)
- Physical: pushing, kicking, hitting, punching or any use of violence
- Racist: racial taunts, graffiti, gestures
- Sexual: unwanted physical contact or sexually abusive comments
- Homophobic: because of, or focusing on the issue of sexuality
- Verbal: name-calling, sarcasm, spreading rumours, teasing
- Cyber: all areas of internet; such as email & internet chat room misuse
- Mobile: threats by text messaging & calls
- Misuse of associated technology: i.e. camera & video facilities

#### **What is Harassment?**

Harassment means any conduct, comment, gesture or contact that is offensive. Harassment based on sex, race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, or sexual orientation are all considered discrimination and prohibited under the Alberta Human Rights Act.

#### **Reporting an incident**

1. Students who report bullying incidents to school staff must follow through regardless of the report.



2. In all cases of bullying, the incidents will be recorded by staff. One copy is kept in the student's file and 1 copy is given to the Director of Programs.
3. If necessary and appropriate, police will be consulted
4. The bullying behaviour or threats of bullying will be investigated by school staff and the bullying stopped quickly
5. An attempt will be made to help the bully (bullies) change their behavior.

**Possible consequences:**

- Temporary removal from the classroom
- Loss of computer and lounge privileges
- Legal action
- Dismissal

**Student Dismissal Policy**

Students who violate the school's policies will be dealt with in the following way:

1. The student will first be counseled by the Director of Programs to determine the cause of the problem. The student will be given a verbal warning and told that if s/he continues to break the school's policies(s), then s/he will:
2. Receive another warning in writing stating that if the student continues to break the school's policies(s), then s/he will:
3. Receive a letter of dismissal from the Director.

The Director reserves the right to immediately dismiss a student from the school if the student is threatening the well-being of other students or staff, or if the student is found stealing or damaging the property of the school or the property of other students or staff members.

**Sexual Misconduct Policy**

**Introduction:**

This policy sets out procedures for making and responding to a Complaint or Report of sexual misconduct involving a student. While developing this policy, the following resources were consulted:

- [\*Languges Canada Accreditation Guidelines\*](#)
- [\*IALC Quality Standards – High Quality Language Learning Centres\*](#)
- [\*Sexual and Gender-Based Violence in Alberta Post-Secondary Education\*](#)
- [\*Duty to Report Abuse or Suspected Abuse of Child\(ren\) in AB\*](#)

**Policy:**

1. Global Village is committed to the prevention of and appropriate response to sexual misconduct.
2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:
  - sexual assault;
  - sexual exploitation;
  - sexual harassment;
  - stalking;
  - indecent exposure;
  - voyeurism;
  - the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
  - the attempt to commit an act of sexual misconduct; and
  - the threat to commit an act of sexual misconduct.
3. A Complaint of sexual misconduct is different than a Report of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A Report is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.
4. A student making a Complaint will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a Report.
5. The process for making a Complaint about sexual misconduct involving a student is as follows:
  - 1) Any student of Global Village may file a Complaint directly to the institution's Senior Management Team via email:  
  
Director of Programs, Jacqueline Murphy: [jmurphy@gvenglish.com](mailto:jmurphy@gvenglish.com)  
Senior Director, Tania Knoch: [tknoch@gvenglish.com](mailto:tknoch@gvenglish.com)  
Co-President, Lynn Wyton: [lwyton@gvenglish.com](mailto:lwyton@gvenglish.com)
  - 2) Please include as much detail about the complaint as you are able.
6. The process for responding to a Complaint of sexual misconduct involving a student is as follows:
  - 1) A Member of the Senior Management Team will acknowledge receipt of the Complaint within three (3) school days, and

- a. determine whether an investigation should proceed and if the Complainant wishes to participate in an investigation;
- b. determine who should conduct the investigation having regard to the seriousness of the allegation and the parties involved;
- c. determine whether the incident should be referred immediately to the police;

2) In such cases or where civil proceedings are commenced in respect of allegations of sexual Misconduct, Global Village Victoria may:

- a. conduct its own independent investigation and make its own determination in accordance with its own policies and procedures; and
- b. determine what interim measures ought to be put in place pending the investigation process such as removal of the Respondent or seeking alternate methods of providing necessary course studies.

7. The process for making a Report of sexual misconduct involving a student is as follows:

1) Any student of Global Village may file a Report of an incident via email directly to the institution's Senior Management Team via email:

Director of Programs, Jacqueline Murphy:

[jmurphy@gvenglish.com](mailto:jmurphy@gvenglish.com)

Senior Director, Tania Knoch:

[tknoch@gvenglish.com](mailto:tknoch@gvenglish.com)

Co-President, Lynn Wyton:

[lwyton@gvenglish.com](mailto:lwyton@gvenglish.com)

Please include as much detail about the complaint as you are able.

8. The process for responding to a Report of sexual misconduct involving a student is as follows:

- 1) The Administration will acknowledge receipt of the Complaint within three (3) school days.
- 2) the Complainant and the Respondent will be advised that they may ask another person to be present throughout the investigation;
- 3) the Complainant will be interviewed to ensure a complete understanding of the allegation and to gather additional information that may not have been included in the written complaint, such as the date and time of the incident, the persons involved, the names of any person who witnessed the incident and a complete description of what occurred;
- 4) the Respondent will be interviewed and informed of the complaint, provided details of the allegations and provided an opportunity to respond to the allegations, including providing any witnesses the Respondent feels are essential to the investigation;

- 5) any person involved or who has, or may have, knowledge of the incident and any identified witnesses will be interviewed;
- 6) reasonable updates to the Complainant and the Respondent about the status of the investigation will be provided; and
- 7) following the investigation, the Senior Management Team will:
  - review all of the evidence collected during the investigation;
  - determine whether sexual Misconduct occurred; and if so
  - determine what disciplinary action, if any, should be taken as set out below.

## 9. Disciplinary Measures

If it is determined by Global Village that the Respondent did engage in sexual misconduct, immediate disciplinary or corrective action will be taken. This may include:

- disciplinary action up to and including termination of employment of instructors or staff; or
- expulsion of a student; and /or
- the placement of certain restrictions on the Respondent's ability to access certain premises or facilities; and/or
- any other actions that may be appropriate in the circumstances.

## 10. Appeal

Should the Complainant or the Respondent not agree with the decision resulting from the investigation, he or she may appeal the decision by submitting a letter within 3 days addressed to one of the members of the Senior Management team listed above, advising of their intent to appeal the decision. If no decision can be agreed upon by all parties involved, then outside legal counsel or arbitration may be consulted.

11. Global Village will not tolerate any retaliation, directly or indirectly, or threats of retaliation against anyone who Discloses or Reports or who participates in a process that responds to a Report.

12. All information related to a Complaint or Report is confidential and will not be shared without the written consent of the parties, subject to the following exceptions:

- If an individual is at imminent risk of severe or life-threatening self-harm.
- If an individual is at imminent risk of harming another.
- There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
- Where reporting is required by law, such as if the student is under the age of 19. Refer to *duty to report* laws.

### 13. Review

Global Village shall review its Sexual Misconduct Policy 3 years after it is first implemented and amend it where appropriate. This date is September 1st, 2021.

### **Complaints & Dispute Resolution Policy**

1. This policy governs complaints from students about Global Village and any aspect of its operations.
2. Through this policy, Global Village hopes to provide an opportunity for students to resolve disputes of a serious nature in a fair, reasonable and equitable manner. The school will make and provide a written determination and the reconsideration (if any) with reasons to the student within 30 days of when the written complaint is received.
3. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the school at any time.
4. At any time during this process, the student may choose to be represented by an agent or lawyer. The agent may be anyone, including a friend, family member or another student.
5. The process by which the student complaint will be handled is as follows:
  - I. Student complaints must be made in writing. Please provide your interpretation of the situation and your suggested solution. Submit your complaint to Tania Knoch, Senior Director ([tknoch@gvenglish.com](mailto:tknoch@gvenglish.com) )
  - II. The Director of Programs (DOP) will complete an investigation of the complaint. This could include, but is not limited to the following actions: interviewing staff or students, reviewing relevant policies/procedures; seeking guidance from one or more members of the Global Village Senior Management Team.
  - III. The DOP will provide to the student, in writing, the proposed resolution with reasons for the decision. The proposal will be sent within 10 days of receipt of the written complaint.
  - IV. If the student is dissatisfied with the solution proposed by the DOP, the proposal will include the contact details of the Co-President as the next stage of the dispute process.
6. If the student wishes to appeal the decision of the DOP, the process is as follows:
  - I. The student must write a letter to Lynn Wyton, Co-President, [lwyton@gvenglish.com](mailto:lwyton@gvenglish.com) within 5 days of receipt of the solution proposed by the DOP. Please include reasons for the appeal.
  - II. The Co-President will request and review all relevant documentation, including a copy of the DOS' proposed resolution, and may request a meeting with the people involved.
  - III. The Co-President will provide to the student, and the DOP, in writing, the final resolution with reasons within 10 days of receiving the written complaint.

- IV. The Co-President will include the contact information for Languages Canada if the student remains dissatisfied with the decision AND their complaint includes a belief that they were misled by the school regarding any significant aspect of the program.

7. If either the Senior Director or Co-President is absent or named in the complaint, please submit the initial written complaint or the appeal to Jacqueline Murphy, Director of Programs,  
[JMurphy@gvenglish.com](mailto:JMurphy@gvenglish.com)

8. If the problem is not resolved to a student's satisfaction, the student has the right to appeal to any one of our accrediting bodies:

|                  |   |
|------------------|---|
| Languages Canada | <a href="http://www.languagescanada.ca">www.languagescanada.ca</a>                        |
| IALC             | <a href="http://www.ialc.org">www.ialc.org</a>  |
| AE               | <a href="https://www.alberta.ca/education.aspx">https://www.alberta.ca/education.aspx</a> |

Complaints must be filed with one of these accrediting bodies within one year of the date a student completes, is dismissed from, or withdraws from the program.

**Procedure for Grade Appeal:**

1. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted, he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Director of Programs.
3. The Director of Programs will obtain a copy of the assignment/test in question from the instructor and will have another instructor re-assess the test.
4. If the student achieves a higher grade or level on re-assessment, the higher grade or level will be assigned to the student. If the student achieves a lower grade on re-assessment, the original grade will be retained.
5. The grade will be considered final and cannot be appealed.
6. The decisions on the grade appeal will be provided to students within 48 hours of Global Village School's receipt of the written appeal.

## **DAILY LIFE IN CANADA**

### **Medical Insurance**

All students are strongly advised to have medical insurance of no less than \$500,000.00 CDN for their visit to Canada. It is your responsibility to purchase and maintain medical insurance if you don't already have emergency coverage. Insurance can be purchased from the school.

If you would like to purchase additional medical insurance, or if you are concerned that your plan does not cover you enough, talk to the Registrar who can help you contact a licensed insurance broker. GV refers many students to Guard.Me insurance, which specializes in insurance for international students.

If you want to participate in activities the school coordinates (skiing, volleyball, mountain adventures, and similar events) you must have appropriate medical insurance for these activities.

### **Doctor**

You may need to see a doctor while you are in Canada. Speak to your insurance company before you go to the doctor (if possible) to discuss where they would like you to go and what documents you will need to collect. If you need help to make an appointment with a doctor please see the reception desk for help. If it is an emergency call 911.

### **Medical Clinic near school**

Mission Medical Clinic - 2303 4 St SW, Calgary, AB; Phone:403-229-1700

Please visit <http://albertahealthservices.ca> for a list of smaller medical clinics.

### **Counselling and Mental Health Services**

If you would like to speak with someone regarding personal issues or require counselling, please visit: [Alberta Health Services](http://albertahealthservices.ca) or call 2-1-1 to speak with someone.

### **Immigration Medical Exams**

If you require a physical exam for immigration purposes you must see a physician who has been designated by Immigration, Refugee and Citizenship Canada (IRCC).

### **Dentist**

Dental visits are often not covered by international medical insurance plans unless the issue requires medical intervention (such as oral surgery, broken jaw, etc). If possible, speak to your insurance

company before you go to the dentist to discuss your options. To minimize the cost of a dental visit you can ask to have a “specific” exam, rather than a “general” exam, which will focus on one area or tooth instead of the whole mouth. A dentist located close to the school is:

Ambiance Dental - 212 850 2<sup>nd</sup> Street SW, Calgary, AB; Phone: (403) 261-7661;  
[info@ambiancedental.ca](mailto:info@ambiancedental.ca)

For dentists located in the downtown area, please speak with the Receptionist, Director of Programs, Registrar, or Homestay Coordinator.

### **Help Prevent the Spread of Flu and Colds!**

#### **To prevent the spread of influenza, please do the following...**

インフルエンザや風邪の広がりを防ぐ為に以下の項目に従ってください。 1

Um die Ausbreitung der Grippe zu verhindern, bitte halte dich an folgende Schritte:

ل م نع أمراض الإن ف لون زا وال برد من الان ت شار ارجو ات باع ال خطوات ال تال ي ة

독감과 감기 전염 예방을 위해 아래 사항을 지켜주시기 바랍니다.

Para ajudar a evitar que gripes e resfriados se alastrem, por favor siga as orientações abaixo...

Para ayudar a prevenir la transmisión de gripe o resfriado, por favor haz lo siguiente:

以防止流感和感冒蔓延, 請執行以下操作:

Pour éviter la propagation de la grippe, suivre les instructions suivantes:

#### **Stay at home if you are feeling unwell.**

具合が悪いときは家に留まる。

Bleibe zu Hause wenn du dich nicht wohl fühlst.

اب قى ف ي ال م نزل ان ك نت ت ش عرب أن ك ل ست ع لى ما ي رام

몸이 좋지 않다면 집에서 쉬도록 하십시오.

Fique em casa se não estiver se sentindo bem.

Quédate en casa y guarda reposo si no te sientes bien.

留在家裡如果你感到不適

Restez à la maison si vous ne vous sentez pas bien.

#### **Wash hands frequently; use sanitizers provided.**

手をこまめに良く洗い、設置されている除菌用ローションを使用する。

Wasche deine Hände häufig und benütze das Hand-Desinfektionsmittel welches von der Schule zur Verfügung gestellt wird.

اغ سلى دك ب ين ال ح ين والاخ ر ب مواد مع قمة

비치된 세정제를 사용하여 손을 자주 씻도록 하십시오.

Lave as mãos frequentemente, usando o álcool gel que foi providenciado.

Lávate las manos frecuentemente y/o usa gel antibacterial.

經常使用所提供的清潔液洗手

Il est essentiel de se laver fréquemment les mains avec du savon ou utiliser le désinfectant mis à disposition par l'école.



**Avoid touching your mouth and nose.**

口元や鼻を触るのは控える。

Halte deine Hände möglichst vom Gesicht fern.

تجنب لمس الأنف والشفاه

손으로 입과 코 주위를 만지지 마십시오.

Evite tocar a boca e nariz.

Evita tocarte tu boca o nariz.

避免觸碰你的嘴巴和鼻子

Eviter de se toucher les yeux, le nez ou la bouche

**Cough into your sleeve/arm. Do not cough into your hand.**

クシャミをする時は飛沫が拡散しないよう、袖等で口元を抑える。手を絶対にあてない。

Huste / Niese ohne die Hand vor den Mund zu halten. Huste / Niese stattdessen bitte in deinen Ärmel

تجنب العطس في يديك، وإذا أتت بكحة فحاول أن تغطيها بأكمامك أو مرفقك

기침이나 재채기는 손으로 막지 마시고 옷소매나 팔에 하십시오.

Tussa na manga de sua roupa/braço. Não tussa em sua mão.

Al toser, cúbrete la boca con la manga o el brazo. No uses tu mano.

咳嗽到您的套筒/手臂，不要咳嗽到您的手

Toussez ou éternuez dans le creux du coude.

**Emergency information**

1. If you are in GV homestay, please have the Homestay Family's Name, Address and Phone Number memorized and in your phone. If you are NOT in GV homestay, please program GV's main number in your phone.
2. The emergency Homestay telephone number is: 250-727-8621
3. Police, Fire, and Medical Emergency Number is: 9-1-1

## **Opening Bank Accounts**

Students can open bank accounts at one of the many banks located near our school. Students must have these papers in order to open a bank account:

1. Passport and Visa
2. Letter showing Proof of Enrolment at Global Village (ask at Reception)
3. GV School Address (an example of proof of address is a letter envelope that has your name and address written on it).

| Major Banks in the Downtown Calgary |                |
|-------------------------------------|----------------|
| BMO                                 | 595 8 Ave SW   |
| TD Canada Trust                     | 751 3 St SW    |
| Scotia Bank                         | 734 7 Ave SW   |
| CIBC                                | 717 7 Ave SW   |
| Royal Bank of Canada (RBC)          | 339-8th Ave SW |
| Canadian Western Bank               | 606 4 St SW    |

## **Bus Passes and Bus Information**

You can buy bus tickets and monthly bus passes online at <https://www.calgarytransit.com/> or at 7-11, Circle K, Mac's, or other convenience stores or supermarkets. If you have any questions about bus passes, bus schedules, bus routes and or bus stops, please visit <https://www.calgarytransit.com/> for the most updated information.

## **Weather & Clothing**

Calgary is blessed with a lot of sunshine, more than 300 days per year! Officially it has “the most sunny days in Canada year-round.” Calgary’s location near the Rocky Mountains has a significant effect on the weather here. Due to a rare winter weather pattern called Chinooks, some winter days in Calgary seem more like spring days. Unlike many cities in other parts of Canada, Calgary usually only receives a moderate amount of snowfall. Spring is a wonderful time to be in Calgary, with high temperatures often reaching 20°C. Summer is warm with lots of sunshine, but not too hot. The average high of summer temperatures is 25-30°C. It is important to wear sunscreen on sunny days because sunburns can happen very quickly. It’s important to always carry a jacket with you even in summer, as mornings and evening temperatures can drop to around 10°C.

|         |    | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---------|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Maximum | °C | -1  | 1   | 5   | 12  | 17  | 20  | 23  | 23  | 18  | 12  | 4   | -1  |
| Minimum | °C | -11 | -9  | -5  | 0   | 5   | 9   | 11  | 10  | 6   | 1   | -6  | -10 |

## **Food**

Calgarians are known to eat a lot of beef and bison meat, and root vegetables. During your stay in Calgary, you will be able to enjoy food from many cultures. It is also possible to get a variety of specialty food items including vegetarian, halal, kosher, etc.

Typical grocery stores located in a number of areas in Calgary include: Superstore, Save On Foods, Safeway, and Wal-Mart. Specialty food stores include:

Community Natural Foods

1304 10 Ave SW, Calgary, AB T3C 0J2

<https://shop.communitynaturalfoods.com/10thave>

Here We Grow – Calgary Local Source Foods & Speciality Imports

<https://here-we-grow.ca/>

## **Immigration & Legal Matters**

### **General Immigration Info**

Depending on your country of origin, length of stay in Canada and intended activities while in Canada, you may be required to have one of the following or a combination of one or more:

- visitor permit
- study permit
- work permit (ex. COOP work permit, working holiday visa, youth mobility visa, SWAP, etc)

You may contact Immigration, Refugee and Citizenship Canada (IRCC) for specific information at:

Immigration Refugee and Citizenship Canada (IRCC) Website:

<https://www.canada.ca/en/immigration-refugees-citizenship.html>

IRCC Call Centre: 1-888-242-2100 (8:00am to 4:00pm)

### **Legal Advice**

Should you require legal advice while in Canada, you may choose to consult a Canadian lawyer or the Legal Aid Alberta: <https://www.legalaid.ab.ca/>

However, it is also advisable for you to contact your Embassy or Consulate for additional information and support. For a directory of Embassies/Consulates, visit:

<http://embassy.goabroad.com/embassies-in/Canada>

## **EMBASSY AND CONSULATE INFORMATION**

For a list of Embassies and Consulates, please speak with the Director of Programs.

### **Safety Tips for International Students**

Calgary is a safe city to live in. Violent crime is not common and not very likely to occur to a resident or student. However, crimes do happen as in any other big city. The most common type of crime is theft. **DO NOT leave your purse, backpack, or other property unattended in public places.**

### **Personal Safety on the Street**

- **Be alert.** Walk with **confidence**. Walk with your head up.
- Plan your route. Know where you are going and how to get there.
- Ask advice for the best routes to events, restaurants, or shopping.

- **Be aware** of who and what is around you. **Be careful** when someone approaches you with a simple question. **Trust your instincts.**
- Leave strange or uncomfortable situations.
- **Change direction if you feel you are being followed.** Go to the nearest store, restaurant, or pay phone.
- At night, walk on well-lit busy streets. Try to be with someone. Walk in the middle of the sidewalk. Avoid isolated areas such as parks where there are no other people around. Carry a whistle or other personal safety device. **Scream or yell loudly if attacked.**
- Tell your roommate or host family where you are going and when you will be back.
- Do not carry large amounts of money (cash). Do not show money in public. Use bank/debit cards. Never share your PIN number or let others see it.
- Keep your passport in a safe place at home. Carry a photocopy of your passport and other ID.
- Don't go out alone or accept rides with strangers. **DO NOT HITCHHIKE.**
- Don't use headphones when walking/jogging. They make it difficult to hear an approaching car or stranger.
- Don't carry weapons. They are illegal and can be used against you.
- Don't argue or fight if robbed.
- Fight back to protect yourself if you are attacked. Yell loudly. Try to stop or distract the attacker so that you can escape.
- **Call 911 and report any crimes you witness, or may be the victim of, immediately.**

### **Bicycling**

- Traffic rules for bikes are the same as for cars.
- Observe signs and traffic signals.
- Don't ride on the sidewalk or in crosswalks.
- By law **you must wear a helmet.**
- By law **you must have a front and rear light at night.**
- Always lock your bike. Lock the frame and wheel to the bike rack. A "U-Lock" is recommended.
- For downtown bike parking, please visit: <https://www.calgaryparking.com/find-parking/bicycles.html>

### **Buses**

- Know your route and bus schedule before you leave. Choose busy well-lit stops after dark.
- Sit at the front of the bus near the driver.
- After 9pm you can ask the bus driver to stop at the street closest to your destination (between stops). You must exit from the front door (This is not available on express buses).

### **Strangers and Street People**

Street people who ask you for money are called “panhandlers”. Many of them suffer from drug and alcohol addictions. There are many social agencies in the community to help them by giving free meals, shelter, and counseling. If you want to help poor people, please donate to a good charity.

### **Out at Night**

- Uber and taxis are a good way to get home. Have the Uber app on your phone and know the phone number of one or more taxi companies in case you have any problems.
- The drinking age in Alberta is 18 years. You need 1 piece of ID to buy liquor or enter a bar or night club/disco.
- Drinking in public places such as parks, beaches, cars, or on the street is illegal.
- If you go to a bar, you should go with friends. You can still meet people but will have a group to help you if you have any problems.
- If you plan to drink alcohol be sure to arrange a ride home. Make sure your friends know where you live and how to get you home.
- Know your drinking limits! Do not drink too much alcohol.
- Don't let someone in a bar give you a lift home.
- Do not accept drinks from strangers or leave your drink unattended. Date Rape drugs are sometimes put into drinks when people are not paying attention.
- Drugs such as marijuana, meth, cocaine, heroin, and nightclub drugs such as ecstasy, love drugs and GHB are illegal. Do not use or possess drugs at any time. Foreign students caught in possession of illegal substances may be deported.

### **Scams/Fraud**

Never give or lend money to a person who approaches you on the street. People will take advantage of your trust. Some examples are:

**“I need money for a hotel/ bus.”  
I lost my wallet; I need money for gas for my car - I'll pay you back tomorrow.”**

When you buy something, make sure that:

- You get a receipt and are charged the right amount.
- Your card is returned promptly.
- You never give your credit card information or copies of your card to anyone unless you are ready to buy something.
- If you rent an apartment deal directly with the landlord and pay the damage deposit directly to them. Be careful if renting from another student or roommate. Pay your rent with a credit card, not cash. Get a receipt immediately.
- Use only tutors authorized by your school. Use caution when contacting tutors through advertisements and at the library. Watch for persons who claim to be tutors or conversation partners but are not qualified. Never pay tutors in advance.

## **Apartment Security**

- Don't let people into the building or buzz them in if you don't know them. If someone wants to get into the building, (i.e.: repairmen, deliveries, salesmen) refer them to the manager.
- Never hold the door open for someone you don't know. Don't prop doors open with the floor mat or blocks. This is a major security problem.
- Look through the peephole before answering the door.
- Don't leave notes on the door saying that you are not home.
- Use only your last name and initial on the entry panel.
- Lock your door even if you only leave for a few minutes, for example, just going to the laundry room or picking up mail.
- Use locks on your windows.
- Get to know your neighbours.

## **Relationships**

- If you want to stop a relationship, be very clear that you don't want to see that person anymore. If they continue to bother you tell a teacher or friend about the situation.
- If someone is bothering you tell him or her to stop. For example; **"GO AWAY"** or **"STOP BOTHERING ME!"** Do not worry about hurting their feelings or being nice. If you are not clear, they might not stop. If they continue to bother you tell somebody nearby.
- Assault is illegal in Canada. A husband cannot hit his wife, a boyfriend cannot hit a girlfriend and a roommate cannot hit you and vice versa all just mentioned.

Sexual assault or rape is when someone forces or pressures you to have sex or touch you in a sexual way when you do not want to be touched. When we think about sexual assault many of us think about a stranger attacking in a dark alley, but, most sexual assaults occur with someone that we know (a date, friend, housemate, tutor, etc...)

You may feel embarrassed or ashamed but sexual assault or rape is never your fault. Get medical treatment immediately and report it to the police or a rape counselor.

- **Remember --- NO means NO.**
- You have the right to say NO; no matter what has happened. Be direct and assertive. Let your date know your limits clearly and firmly.
- If you do not know your date well stay in public places with people nearby. Tell your host family or friends where you are going. Be prepared to find your own way home. Carry money for a taxi, bus, or to call someone for a ride.

## **POLICE/ 911**

- **Call 911** - This number is for police, fire, and ambulance services. You do not need coins if calling 911 from a pay phone.

- **Try to relax and tell the operator your language. Interpreters are available.**
- If you are frustrated, slow down and try to speak clearly. Help will arrive sooner if 911 knows where you are and what is happening.
- If you are a victim of a crime, no matter how small, you should report it to the police.
- Community police offices are located throughout the city and are able to help students with non-emergency police-related issues.

**Police in Canada are very helpful and can help you find other services which help students.**

### WHO TO TALK TO AT GV

| Topic   | Title   |
|---|---|
| Academic Support: Program Changes, Program Outlines, Option classes, Specialized Programs, School Policies.   | Director of Programs (or Academic Advisors)     |
| Class level changes   | Class teachers or Director of Programs          |
| Human resources, bullying, harassment, complaints   | Senior Director, Co-President                   |
| Registration, Student Enrolment Contract, Program changes, Extension, Vacation, Medical insurance, Fee payment, transcripts, teens/groups, special program quotes, agency relations | Registrar(s)                                    |
| General information, certificates, letters for bank, library, etc.  | Registrar(s) or Front Desk                      |
| Activities, Travelling, Weekend trips, Public Bus information.  | Activities Coordinator                          |
| Homestay information, Homestay extension/cancellation, Other accommodations, Underage trips on weekends.  | Homestay Coordinator(s)                         |
| Language Support  | Student Advisors (if unavailable see Reception) |