

# INTERNATIONAL STUDENT MANUAL



HELPING YOU TO GET CONNECTED



Dear International Student,

On behalf of Trinity Western University, and International Student Programs, I would like to take this opportunity to welcome you here. I am excited that you have chosen to come to Canada and to study at TWU. It is my hope that during your time here, you will be actively involved in our community, meet new friends and share in the making of a positive experience.

This manual was designed by International Student Programs with the purpose of assisting you in your transition to TWU and Canada. I recognize that coming to a new country poses many challenges and I want to assist you in any way I can. Within this manual, there are numerous pieces of helpful information on a variety of topics. Some of the topics covered include: culture shock, banking, transportation, Canadian culture, Attractions in Vancouver, International Student Programs and much more.

I would strongly encourage you to take some time to review this manual as it will help answer many of the questions you may have. If, however, you are uncertain about something, or you have a question that is not covered in the manual, please feel free to speak with myself or any member of the ISP team. We would be happy to help you.

Sincerely,  
Andy Ribey

**Andy (Andrea) Ribey**  
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# International Student Programs



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## International Student Programs (ISP)

### OUR MISSION

**The International Student Programs (ISP) team strives to extend a heartfelt welcome to all international students as they enter the Trinity Western University community, and to assist them in practical ways as they transition to life at the university and in Canada. ISP provides gathering places for people of all cultures to encourage the building of friendships, and so that rich cultural exchange can occur between all members of the TWU community.**

### WHAT WE DO

**Here at TWU there are numerous ways which you as an international student can get connected and meet new people. Some of the opportunities offered by ISP include:**

#### **The Globe**

The Globe is a lounge for international students, created to be a place that fosters a feeling of 'home'. Students are welcome to cook, do homework and hang-out in the lounge. If you have a question or just want to connect with other students, drop by The Globe!

#### **Lounge Hours**

Monday-Thursday & Saturday      10:00am-10:00pm

Friday      10:00am-11:00pm

Sunday      CLOSED

To contact The Globe, call 4264 or 4500 (or 604-882-4264/4500 from off campus)

#### **Bible Studies**

International students have the opportunity to study God's word in their native language at TWU. There are student led Japanese and Korean Bible studies, as well as a Chinese Prayer Meeting & Cell Groups. There is also an International Bible study for those students who want to learn about God and speak English. All are welcome to attend these Bible studies. Find out the time and location for these groups at The Globe.

#### **TCK / MK Fellowship**

All students who grew up abroad — 'third culture kids & missionary kids' — are invited and encouraged to get together with other TCK's / MK's for regular social activities. Check at The Globe for times and activities.

### **Extra Explanations**

University classes can be challenging at the best of times, however for students who are not studying in their native language or who grew up in a different style of education system, it can be downright intimidating. And then there is the challenge of feeling different from others and alone in a brand new experience. As a result, ISP offers a program to support first year International students as they adjust; Extra Explanations offers extra help with understanding reading assignments, figuring out Christian worldview, and anything else you need help with! Extra Explanations is here to support International students academically, as well as culturally and socially. Tutorials (extra explanations) will be scheduled every week for first year English courses, IDIS, Business courses, and Religious study courses.

### **The Friendship Program**

ESL students who are interested in meeting native English speaking students, and vice-versa are encouraged to participate in the many social activities planned by ISP to initiate connections. The Friendship Program offers a variety of options for cross-cultural interactions; English Corner, Recreational sports, Field trips are just a few of the opportunities to check out.

### **Canada 101**

Explore the local community and learn about interacting with Canadians! We'll do weekend excursions in small groups into Langley to orient new students to the life in Canada. Topics will include Food & Restaurants, Entertainment Options, Shopping, and Recreation & Leisure.

### **Activities**

At the beginning of each month, ISP distributes a monthly ISP activity calendar outlining all of the events for the month. (This information can also be found at The Globe.) These activities are scheduled to foster community between international and non-international students, and to teach international students about Canadian culture. Some of these events include: weekly Friday night gatherings for games, movies, etc. at The Globe, our annual Vancouver Trip, the ISP Thanksgiving Potluck, International Week, the ISP Christmas Party, Games Nights, Chinese New Years activities, Skating Parties, Mini-Golfing, etc. Depending on the event, between 30-100 will show up on a given night.

Please, join in on the fun – invite 2 or 3 international students that you don't normally hang out with to an ISP activity. You will be amazed how quickly a relationship will develop as you and your international friend do something new together. Most international students are excited to experience Canadian culture – after all, this is one of the biggest reasons why they are studying at TWU.

# The 2009-2010 ISP Team

We're looking forward to building friendships and making some  
great memories with you!

If we can help you in any way, please don't hesitate to let us know.  
Call 3420 to get in touch with the ISP team. (604-513-2025 X3420)

## ISP Calendar of Events Fall 2009

- |                                    |   |  |
|------------------------------------|---|--|
| 09/06/2009                         | - | <p>International Links<br/>Come to The Globe to meet International Student Program Team Leaders and find out about upcoming events and programs</p>  |
| 09/07/2009<br>(Monday)             | - | <p>‘Party on the Patio’<br/>Stop by The Globe following the O-Week Activity for some fun!</p>  |
| 09/13/2008<br>(Sunday)             | - | <p>Welcome Party for International Students<br/>A real Canadian afternoon! Hang out by the pool, play some volleyball, chat with new friends, amaze us with your table tennis talent and enjoy some snacks ... this is our chance to really welcome you to our part of the world – meet lots of other students from far and wide. More information about location etc. at The Globe!</p> |
| 09/18/2009<br>(Friday)             | - | <p>Annual ISP Vancouver Trip<br/>Join us as take a bus trip into the Richmond Night Market! Sign up at The Globe!</p>  |
| 10/08/2009<br>(Thursday)           | - | <p>International Thanksgiving Potluck<br/>You won’t want to miss this annual tradition with amazing dishes from around the world! Try some turkey and pumpkin pie too! Sign up at The Globe to bring something!</p>  |
| 10/22/2009                         | - | <p>Phoenix Suns vs Portland Trailblazers Exhibition Game<br/>The NBA is coming to Vancouver!!! If you want to take advantage of this rare opportunity to watch professional basketball in our great city, sign up at The Globe.</p>  |
| 11/11/2009<br>(Saturday)           | - | <p>Christmas Shopping at Metrotown Mall<br/>Sign up at The Globe to catch a ride to Metrotown and get your Christmas shopping done before the stress of exams hits!</p>  |
| 02– 02/ /2010<br>(Monday–Thursday) | - | <p>International Week<br/>‘Celebrating the Cultures and People of TWU’</p>   |

This is a tentative schedule of events — stay posted by checking the ISP website or dropping by The Globe!

## HOW TO GET INVOLVED

If you are interested in being a part of ISP, there are a variety of ways that you can get involved. You may wish to consider the following:

- Attending regular ISP events.
- Joining one of the International Bible Studies
- Spending time in The Globe.
- Come to an International Worship Night.
- Joining our Habitat for Humanity team for spring break.
- Applying for an ISP student leadership position for the 2009–2010 school year.

If you would like further information about any of our ministries, please contact any one of the ISP team members, or the Assistant Director of Community Life for International Programs.

### **Assistant Director of Community Life for International Programs**

Andrea (Andy) Ribey                      604-513-2025 (X3420)  
andrea.ribey@twu.ca

### **2009/2010 ISP Team Student Leaders**

Yuhei Taguchi	Jung In Park
J (JiHyun) Lee	Andy Casali
Jordan Berner	Trisha Sy
Emily Varner	Carlie Alexander
Amber Bryant-Peller	Lorraine Ng
Adriana Salcedo	Medaline Boey
Kelsi Dyck	



# Transitions

## What You Can Expect



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## - TRANSITIONING - COPING EFFECTIVELY WITH CHANGE

Moving to a new country, adjusting to a different culture, and making new friends can be a challenge for even the most outgoing individual. When a person moves to a foreign country there is a definite period of adjustment and most often a feeling of “shock”. *Culture Shock* as it is commonly known is “a name given to a feeling of disorientation or confusion that often occurs when a person leaves a familiar place and moves to an unfamiliar one.” International Student Handbook, May 21, 1987). Culture Shock is usually experienced in several phases, all of which are a natural part of the adjustment process. It is common for individuals to vary in the amount of time they spend in a particular phase.

### Coping with Culture Shock

- **Visit The Globe** — The Globe is a lounge on campus that caters to International students. It’s purpose is to be a ‘home away from home.’ You can cook, hang-out, play games, ask questions and meet new people here. Stop by and meet ISP team members ... they are students who understand and truly care about what you are going through.
- **Maintain Perspective** — Remember you are not alone. Many other students have and are experiencing similar challenges to what you are right now. You will successfully adjust in time!
- **Evaluate Your Expectations** — Are your expectations of yourself and the experience realistic? If you find yourself battling feelings of disappointment, perhaps it is due to the difference between how things are and how you expected them to be. Take some time to reconsider your expectations to reduce the dissatisfaction you feel.
- **Keep an Open Mind** — Expect things to be different. Don’t be too surprised when people say or do things that are not done in your culture. Try to be open to learning about these differences. Be as understanding and non-judgmental as possible.
- **Learn From the Experience** — As challenging as it is, moving to a new country can be one of the most exciting, educational and rewarding experiences of your life! Don’t be afraid to immerse yourself in the culture; you’ll be amazed at what you discover!

## Phases of Culture Shock

### **Honeymoon**

This phase generally includes your feelings previous to arriving in the new country. These feelings may include feelings of excitement and curiosity about the country and the people you will meet.

### **Fascination**

In this phase you are very happy about your new surroundings, even though you miss your family and friends. Things are different and exciting.

### **Culture Shock**

Gradually, as you become more involved in activities and get to know the people around you, differences—rather than similarities—will become increasingly apparent to you. Those differences may begin to seem more irritating than interesting or quaint. As these differences emerge, they can be troubling and sometimes shocking. Culture shock does not happen all at once. It is a feeling that grows little by little as you interact with other students, faculty, and people in the community. Some of the common symptoms of culture shock are:

- Extreme homesickness
- Desire to avoid social settings which seem threatening or unpleasant
- Physical complaints and sleep disturbances
- Depression and feelings of helplessness
- Difficulty with coursework and concentration
- Loss of your sense of humor
- Boredom or fatigue
- Hostility towards the host culture

The most effective way to combat culture shock is to step back from a given event that has bothered you, assess it, and search for an appropriate explanation and response. Try the following:

- Observe how others are acting in the same situation
- Describe the situation, what it means to you, and your response to it
- Ask a local resident or someone with extensive experience how they would have handled the situation and what it means in the host culture
- Plan how you might act in this or similar situations in the future

Throughout the period of cultural adaptation, take good care of yourself. Read a book or rent a video in your home language, take a short trip if possible, exercise and get plenty of rest, write a letter or telephone home, eat good food, and do things you enjoy with friends. Take special notice of things you enjoy about living in the host culture. Although it can be stressful and a little scary, the “shock” gradually eases as you begin to understand the new culture. It is useful to realize that often the reactions and perceptions of others toward you—and you toward them—are not personal evaluations but are based on a clash of expectations.

### **Adjustment**

In this phase you feel almost at home and are able to deal with most problems on your own — or at least know how to find help. It is common to start to actually feel bored, tired or restless in this phase.

### **Acceptance**

By this time you feel like you are a part of the culture. You are comfortable with school, have made new friends, and have come to accept and value your situation.

## SHOCKED AGAIN

### **Reverse Culture Shock**

When moving to a new country most people expect that there will be a period of adjustment and transition. To the surprise of some, people can also experience shock upon re-entering their own country. This experience or “shock” is commonly referred to as *reverse culture shock*. Reverse culture shock is often more stressful, begins sooner and even lasts longer than the stress accompanied by moving to a foreign country. The difficulty or stress that one may experience is often linked to changes in the individual, or changes in communication and behavior patterns adopted as a result of being apart of Canadian culture.

Upon returning home, whether for the summer, or at the end of your TWU education, you may appear different to your family, as you may have unconsciously picked up some verbal and non-verbal communicative patterns common to Canadians. For example, you now stand further apart from people when talking to them, you maintain eye contact when engaged in conversations regardless of age or status, and you have acquired some Canadian words, phrases and even slang. While these changes may cause awkwardness and confusion, keep in mind that they are minor and that within a short time your old patterns of communication should return.

(Adapted from Gary R Weaver. “Reverse Culture Shock” in Life Seminar Workshop, Spring 1995.)

### **Phases of Re-entry**

#### **High Hopes and Positive Expectations for the Future**

Being away from home, family and friends for a potentially long period of time, most students are excited about returning home and often anticipate things to be as they were when they left.

#### **Doubt and Uncertainty**

This phase usually takes place a few days prior to going home. For some however, it may not happen until several weeks after arriving home. During this time feelings of doubt and uncertainty are common. You may begin to question whether or not your experience was worthwhile, or if you can use what you have learned. As a result of these feelings, you may want to withdraw. It can be beneficial to contact friends who may have previously studied outside their country and are now back at home. Having someone to talk to who has shared a similar experience can be helpful. Sending an e-mail or phoning friends that you have made while here in Canada, or taking some time to think about all the things that you experienced and learned as a result may help to lessen your feelings of doubt.

#### **Hope**

In this phase you have come to the realization that your experience here in Canada was helpful. Your hope in this phase is more realistic than it was in the first phase because it is based on more current information.

### **Confidence and Feeling Better About the Situation**

At this phase you will feel confident about your experience and begin to recognize other benefits from your time in Canada such as letters and calls from friends. You may also be presented with other opportunities as a result of your studying abroad.

### **Satisfaction**

This last phase may happen quickly for some, while for others it may be over a longer period of time. When you have reached this phase you will have accepted your entire experience. You recognize that the benefits of your time in Canada may be different than originally anticipated.

(Adapted from David Esch. "The Five Phases of Reentry" in Life Seminar Workshop, Spring 1995.

### **Coping With Reverse Culture Shock**

(When you go home for holidays or at the end of your studies.)

#### **Anticipate the Shock**

Nearly all students returning to their home country after spending some time in a foreign place will experience reverse culture shock. By anticipating that there will be a time of transition upon returning home, it will help minimize the severity of the shock that you will experience. If you expect the shock, you will be that much more prepared to deal with it when the time comes.

#### **Realize You Are Not the Same**

The person that left home is not the same person who is returning. There has most likely been changes in your lifestyle, communication patterns and perhaps even your values during your time in Canada. As a result, it is therefore to your benefit to anticipate where you may encounter conflict upon returning home.

#### **Prepare Yourself for Leaving**

Take time to say goodbye to the friends that you have made. Attend going away or end of the year parties. Closure in relationships is important. Avoid ending relationships abruptly if at all possible.

#### **Find Mentors**

Once you have returned home try and connect with someone who has successfully readapted. They can act as a good resource and share helpful hints as to how you can overcome reverse culture shock.

#### **Bring Some of Canada Home**

Before leaving get the names, numbers, addresses and e-mails of the friends you have made while in Canada. Take time to re-look at photos and memorabilia that you have taken or collected. As pictures and phone calls from home helped you to adjust to Canada, such things will help you cope with re-entry stress associated with going home.

#### **Use Coping Strategies You Developed Overseas**

As a result of experiencing culture shock upon coming to Canada you developed many coping skills and learned to be self-reliant. Applying those same skills as you go through reverse culture shock will help ease the stress of the transition.

**Shock is Normal and Beneficial**

Despite the stress and pain often accompanied by culture shock, most people return home with an greater sense of self-confidence, tolerance, creativity and flexibility. They have a larger worldview and an increased awareness of their home culture. Being a student in a foreign country creates an opportunity for tremendous personal growth. Your experience in Canada is one that will impact your life for years to come. It will have enabled you to understand your own culture in a deeper way, and as a result you will have a greater tolerance for cultural differences.

(Adapted from Gary R. Weaver. "Reverse Culture Shock" in Life Seminar Workshop, Spring 1995.)



# Canadian Basics



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## CANADIAN FAST FACTS

A great website to check out for up to date information about Canada on a variety of topics is: <http://canada.gc.ca/acanada/ViewCategory.htm?lang=eng>. However a brief overview of Canadian facts is provided below.

### **Location**

Canada is located in Northern North America, bordering the North Atlantic Ocean on the east, North Pacific Ocean on the west, and the Arctic Ocean on the north. Canada is the world's second-largest country, surpassed only by Russia. The capital city is Ottawa, located in the province of Ontario (Taken from "Facts on Canada" [http://www.geocities.com/barath420/page\\_1.html](http://www.geocities.com/barath420/page_1.html)).

### **Provinces and Territories**

Canada is divided into 10 provinces and three territories, in five regions:

#### Atlantic Canada

Newfoundland and Labrador

#### The Maritimes

Nova Scotia,

Prince Edward Island (P.E.I.)

And New Brunswick

#### Western Canada

The western part of Alberta  
and British Columbia

#### Central Canada

Quebec and Ontario

#### The Prairies

Manitoba, Saskatchewan, and the  
eastern part of Alberta

#### The North

Yukon, Nunavut, and the Northwest  
Territories

(Taken from "An American's Guide to Canada: True Facts" <http://www.icomm.ca/~emily/facts.html>)

### **Population**

As of July 2007 the approximate population of Canada was 33,390,141.

(Taken From "The World Factbook 2007" <https://www.cia.gov/library/publications/the-world-factbook/geos/ca.html>) Toronto is Canada's largest city with a population of 2.48 million residents.

### **Climate**

There is a great amount of variability when it comes to the climate in Canada. The climate ranges from permanently frozen ice caps north of the 70th parallel to the bountiful vegetation of British Columbia's west coast. The southern areas of the country along the U.S border enjoy four distinct seasons: Spring, Summer, Winter, and Fall. Daytime temperature can hit 35 degrees or higher, while lows of -25 degrees are not uncommon in the winter. In the Spring and Fall moderate temperatures are the norm. (Taken from "Facts on Canada" [http://www.geocities.com/barath420/page\\_1.html](http://www.geocities.com/barath420/page_1.html)).

## **Terrain**

Canada is comprised of mostly plains with mountains in the west and lowlands in the southeast. ( Taken from “The World Factbook” <http://www.cia.gov/cia.gov/cia/publications/factbook/geos/ca.html>).

## **Time Zones**

Canada has six time zones. The easternmost, in Newfoundland, is three hours and 30 minutes behind Greenwich Mean Time (GMT). The other time zones are the Atlantic, the Eastern, the Central, the Rocky Mountains and, farthest west, the Pacific, which is eight hours behind GMT. (Taken from “Facts on Canada” [http://www.geocities.com/barath420/page\\_2.html](http://www.geocities.com/barath420/page_2.html)).

## **Language**

In Canada there are two official languages. English which is the mother tongue and is spoken by approximately 59% of Canadians, and French the first language, which is spoken by 23% of the population. Approximately 18% of the population can either speak more than one language, or have a mother tongue other than English or French. (Taken from “Facts on Canada” [http://www.geocities.com/barath420/page\\_4.html](http://www.geocities.com/barath420/page_4.html)).

## **Symbols**

There are a number of symbols associated with Canada, all of which are a celebration of who we are as a people. Some of the major symbols include:

- The Arms of Canada
- The National Flag ( the symbol of Canadian identity)
- National Emblems such as : the beaver, the maple tree, and the maple leaf.

\*For more information on the images of Canada, Canadian symbols, maps, Canadian statistics, travel, tourism and much more, visit the website of the government of Canada (<http://canada.gc.ca/acanada/acPubHome.jsp?lang=eng>).

## **Ethnic Groups**

In Canada it has been reported that 28% of the population is of British Origin, 23% of French Origin, 15% other European, 2% Amerindian, 6% other, mostly Asian, African, Arab, and 26% from mixed background. (Taken from “The World Factbook 2007” <https://www.cia.gov/library/publications/the-world-factbook/geos/ca.html>).

## **Religion**

Based on the 1991 census, more than 4/5 of Canadians are Christian, with 47% being Catholics and 36% Protestants. Other religions make up approximately 18% and include such religions as: Judaism, Islam, Hinduism, Sikhism, and Buddhism, while 12.5% claim no religious affiliation. (Taken from “Facts on Canada” [http://www.geocities.com/barath420/page\\_4.html](http://www.geocities.com/barath420/page_4.html)).

## **Education**

In Canada there is variation within the educational system from province to province. In general, most children spend six to eight years in elementary school, four or five years in secondary school and three or four years in university doing their undergraduate degree. In 1996 the census revealed that 23% of Canadians age 15 and over had graduated from secondary school, 9% had bachelor’s degrees, and 6% advanced degrees. (Taken from “Facts on Canada” [www.geocities.com/barath420/page\\_4.html](http://www.geocities.com/barath420/page_4.html)).

### **Health Care and Social Security**

In Canada, basic health care excluding dental services, is free for all Canadians. Canada also has an extensive social security network which includes an old age pension, family allowance, unemployment insurance and welfare.

(Taken from “Facts on Canada” [http://www.geocities.com/barath420/page\\_3.html](http://www.geocities.com/barath420/page_3.html)).

### **Sports**

Ice hockey and lacrosse are the national sports of Canada. Also popular in Canada are figure skating, swimming, cross-country and alpine skiing, baseball, tennis, basketball, soccer and golf. (Taken from “Facts on Canada” [http://www.geocities.com/barath420/page\\_4.html](http://www.geocities.com/barath420/page_4.html)).

## CANADIAN HOLIDAYS

Below is a list of some of the recognized holidays in Canada. Some are more well known and celebrated than others. Nonetheless, all can be found on Canadian calendars, as days to be remembered. On some Canadian holidays, government medical, and corporate offices will be closed, however most shops remain open

---

New Year's Day	January 1
Chinese/Lunar New Year	end of January
Valentine's Day	February 14
St. Patrick's Day	March 17
Daylight Savings Time starts	2nd Sunday in March
Good Friday	Easter weekend falls
Easter Sunday	somewhere between
Easter Monday	mid-March and
	mid-April
Mother's Day	2nd Sunday in May
Victoria Day	May 24*
Flag Day	June 14
Father's Day	3rd Sunday in June
St. Jean-Baptiste Day (Quebec)	June 24
Canada Day	July 1
Civic Holiday	1st Monday in August
Labor Day	1st Monday in September
Thanksgiving Day	2nd Monday in October
Daylight Savings Time Ends	1st Sunday in November
Halloween	October 31
Remembrance Day	November 11
Christmas Eve	December 24
Christmas Day	December 25
Boxing Day	December 26
New Year's Eve	December 31

## IDIOMS/SLANG

After spending some time in Canada, you will probably begin to notice that Canadians use a lot of slang (and idioms) in everyday conversation. Below are a list of some of the commonly used expressions which you may hear when listening to Canadians talk.

**A lemon**—Noun. A bad buy or purchase.

**Ace**— Verb. To do well on a test; Noun. Someone who is good at something.

**Air Head**— Noun. Not a very intelligent person (“spacey” or “space cadet” is also used).

**All Ears**— Adjective. Eagerly attentive, really listening.

**All Thumbs**— Adjective. Awkward, clumsy especially in actions using the hands (i.e. “I am all thumbs today”).

**At The Drop Of A Hat**— Adverb. Without advance preparation, immediately.

**Awesome**— Adjective. Terrific, fabulous, great.

**Ball**— Noun. To have a ball, to have fun.

**Ballpark**— Noun. To be in the ballpark, similar in meaning, close but not exactly the same.

**Barbeque or Bar-B-Q, BBQ**—Noun. An outdoor party that features meat with a spicy sauce cooked over an open fire. Also referred to as a cookout.

**Bawl**— Verb. To cry.

**Bawl Out**—Verb. To reprimand severely, to yell at someone.

**Beat Around the Bush**— Noun. To be evasive, not come to the point when speaking about something.

**Beat it**— Verb. To leave, to get out (of a place); Verb. “Beat it!” To tell someone rudely to leave or get out.

**Bite Your Head Off**— Verb. To lash out verbally at someone, to snap at someone.

**Blah**— Noun. Boring; Noun. Depressed, to not be excited about something or someone.

**Blast**— Noun. A good time.

**Blow it**— Verb. To not do well, to have “messed up” badly ( to complicate matters).

**Baloney**— Noun. Meat used in a sandwich (also spelled “bologna”); Noun. Used as slang to indicate foolishness or to question the validity (truth) of what was said.

**Bomb**— Verb. To do poorly on something.

**Break the Ice**— Verb. To make the first move in trying to get to know someone, or be the first one to speak.

**Brown Bag It**— Verb. To bring a meal, usually lunch, in a brown paper bag.

**Bug**— Verb. To bother or pester someone, to annoy.

**Bummer**— Noun. Bad or sad situation; Adjective. To be disappointed.

**Burned**- Verb. To get cheated or the bad end of the deal.

**Busted**- Verb. To be arrested or caught by the police; Noun. Being without money or broke.

**Butterfingers**- Noun. Person awkward in using hands, constantly dropping things.

**Butterflies in One's Stomach**- Noun. A feeling of being nervous before an important event.

**By the Skin of One's Teeth**- Just barely.

**Call Off**- Verb. To cancel.

**Call Up or Give a Call**- Verb. Contact by telephone.

**Can It !** - Verb. Be quiet.

**Catch You Later**- Phrase indicating that someone is leaving or saying goodbye.

**Change**- Noun. Coins (pennies, dimes, quarters etc.).

**Check Out or Check It Out**—Verb. To borrow a book for a certain period of time from the library; Verb. To look at a pretty girl or cute guy.

**Come Off It**—Verb. Stop what you are saying or doing.

**Cop Out**- Verb. Quit; Noun. An excuse to avoid responsibility.

**Corny**- Adjective. Stupid, over simplistic.

**Crab**- Noun. An unpleasant person who is always complaining or griping.

**Crash**- Verb. To sleep or stay temporarily at someone's place; Verb. To go to a party uninvited; Verb. To lose a computer's memory.

**Cross That Bridge When You Get To It**- Verb. To deal with a problem when it arises.

**Crummy**- Adjective. Referring to a bad situation, or to feel miserable or sad.

**Cut and Dry** - When something has been arranged ahead of time so no choice is available.

**Cut It Out**- Command to stop what they are doing ( also "knock it off!").

**Date**- Verb. To go out with someone of the opposite sex; Noun. The person with whom you are going out with.

**Dope**- Noun. A dumb or stupid person; Noun. Term used for illegal drugs.

**Down in the Dumps**- To be depressed or sad (also "down").

**Down and Out**- Noun. Emotionally or financially impoverished.

**Down to Earth**- Adjective. Practical, straightforward, simple person.

**Drag**- Adjective. Boring, not interesting.

**Drive a Hard Bargain** - Verb. Hold out for the best deal in a trade.

**Drop**- Verb. To withdraw from a course.

**Drop In**- Verb. To visit unexpectedly.

**Drop Off**- Verb. To deliver to designated location.

**Dumb**- Adjective. Not intelligent; stupid or silly.

**Dump**- Verb. To not date someone anymore; Noun. A dirty place or building.

**Dutch Treat**- Noun. When you pay for your own food or entertainment; Verb. To "Go Dutch"- each pays for their own.

**Eat a Horse**- Verb. To eat a great deal.

**End of One's Rope**- Inability to continue a function; or to lose all patience.

**Falling Apart**- Verb. Collapsing emotionally.

**Falling Out-** Verb. To have a disagreement.

**Fat Chance-** Expression. Very little Chance.

**Feel It In My Bones-** Verb. To feel or sense what is going to happen.

**Fired Up-** Expression. To be excited about something.

**First Hand-** To find out about something directly from the person concerned.

**Fishy-** Adjective. Suspicious.

**Flunk-** Verb. Fail an exam or course, not pass.

**For Crying Out Loud-** Expression. Surprise, shock or disgust.

**Freak Out-** Verb. To have a bad experience; Verb. To become wildly ecstatic.

**Gab-** Verb. To talk informally with friends.

**Gadget-** Noun. Term used to describe an object for which one cannot remember the name (also “thingamajig” or “widget”).

**Gag-** Noun. A joke, not serious; Verb. To choke on something.

**Get Ahead-** Verb. Make progress, be successful.

**Get Off My Back-** Verb. “Stop bothering me!”

**Get Real-** Verb. Be realistic.

**Get With It-** Verb. Conform to the situation (also “get in the swing of things”)

**Give the Cold Shoulder-** Verb. To ignore someone.

**Go For It-** Expression. To strive for an opportunity.

**Got Up On the Wrong Side of the Bed-** Verb. To be irritable.

**Goof Off-** Verb. To be lazy; Noun. A silly person.

**Gripe-** Verb. To complain.

**Gross-** Adjective. Unpleasant or disgusting.

**Had It-** Expression. Tired or fed up with something.

**Hang In There-** Expression. To keep trying, stick with it.

**Hang Out-** Noun. Place where one frequents; Verb. Relaxing while waiting between events.

**Hard Nut to Crack-** Expression. Difficult to understand or solve.

**Have Cold Feet-** Expression. To be nervous or uncertain.

**Have It Made-** Verb. To be assured of success.

**Headache-** Noun. Someone or something that annoys you.

**Hit It Off-** Verb. To get along well.

**I.D.-** Noun. Abbreviation for “identification card”.

**Into-** Expression. To be interested in something.

**Invading My Space-** Verb. Interfering with someone’s personal space (desk, room, or body) or time; Verb. Feeling of wanting to be left alone.

**In A Bind-** A situation in which one cannot do anything about.

**In Hot Water-** In trouble.

**In Over One’s Head-** More than one can handle.

**Jump Down One’s Throat -** Verb. To demand or reprimand violently.

**Keep Your Shirt On -** Expression. “Don’t be so excited”, “Be calm or patient”.

**Kid-** Verb. Joke; Noun. A child.

**Know One’s Stuff-** Verb. To be knowledgeable.

**Know The Ropes -** Verb. To be familiar with the details.

**Lay It On Me-** Expression. To let me know what’s happening.

**Lay Off**- Expression.. “Stop bothering me”.  
**Let One’s Hair Down**- Verb. To relax or behave informally.  
**Let The Cat Out Of The Bag**- Verb. To reveal a secret.  
**Lose One’s Cool**- Verb. To become angry.  
**Messed Up**- Verb. Did things the wrong way.  
**Neat**- Expression. Approval (“cool”)  
**Nitty Gritty**- Noun. The basic elements or facts.  
**No-No**- Noun. Wrong  
**Off The Wall**- Expression. Crazy or bizarre.  
**On Me**- An offer to pay or “pick up the tab”.  
**Out Of It**- Verb. To be tired; Adjective. One who is not adjusted.  
**Pain**- Adjective. Someone or something that is a bother.  
**Pass Out**- Verb. To faint.  
**Peanuts**- Noun. Easy; Noun. Paid a low income.  
**Peeved**- Verb. Disgusted or irritated.  
**Phony**- Noun. Fake or insincere.  
**Piece of Cake**- Expression. Easy.  
**Pig Out**- Expression/verb. To eat a lot.  
**Pipe Down**- Verb. “Be quiet!”.  
**Play Second Fiddle**- Verb. Second in importance.  
**Pooped**- Expression. To be tired.  
**Pop Quiz**- Noun. Surprise test or quiz.  
**Pot Luck**- Noun. Party or picnic where everyone brings food to share with others.  
**Psyched**- Verb. To get excited about something.  
**Pull One’s Leg**- Verb. To joke with someone.  
**Pushover**- Easily persuaded.  
**Rain Check**- Noun. An invitation to accept an offer at a later date; Noun. Used in stores for specials to be able to purchase later.  
**Right On!**- Expression. Approval or agreement.  
**Shades**- Noun. Sunglasses.  
**Shape Up Or Ship Out!**- Expression. To do better or leave.  
**Shoot**- Expression. “Say it”, or “Tell me about it”; Noun. Slang used when angry or frustrated.  
**Smart Aleck**- Noun. A person who is cheeky or mischievous.  
**Smelling Like a Rose**- Expression. Doing well.  
**Snowed Under**- Overloaded (with work).  
**Stay Cool**- Verb. “Don’t get excited” or “keep your shirt on”.  
**Step On It!** - Expression. “Hurry up!”, “Move it”.  
**Stick One’s Neck Out**- Verb. Take a risk on something.  
**Third Wheel**- Noun. Someone who is left out when he/she is with a couple.  
**Ticked Off**- Noun. To be disinterested or disgusted.  
**Turn On**- Noun. To be interested or extremely pleased.  
**Uptight**- Adjective. Nervous, anxious.

**Way Off Base**- Phrase. Far from being correct.

**Way To Go**- Expression. Approval.

**What A Drag!** - Expression. Not much fun, boring.

**What's Up?**- Question. "What's happening?"

**Whole Different Ballgame**- Expression. New situation altogether.

**Work Out**- Verb. To exercise.

**Worked Up**- Adjective. Nervous or anxious.

**Yo!** - Expression. "Hey!"; also "Yes!".

**You Bet!** - Expression. "Yes" or "Of course".

**Zoo**- Noun. Chaotic situation.

## **CUSTOMS AND CHARACTERISTICS OF CANADIAN CULTURE**

When settling into a new culture it can be very helpful to familiarize yourself with the customs and characteristics of that particular country. Being knowledgeable of such things will help you understand why people behave, respond and interact in the way that they do. Below are some of the more prevalent customs and characteristics of North American culture. Take time to read them and try to keep them in mind when interacting with North American students. Being conscious of customs associated with the culture will help ease your transition and make integrating into the culture easier.

### **Greeting and Departing Expressions**

Typically North American's (NA's) do not engage in long greetings. Most commonly the greeting will consist of "hello," "hi", "how are you?" (not necessarily a question to be answered, but rather another form of greeting. Only if you have been engaged in a conversation is it really meant as a question to be answered). A common response is "I'm Fine, thank you" or "Ok, thanks". When walking on the sidewalk in Canada it is not uncommon for strangers to greet one another with a "hello" or "good morning or afternoon". For people outside of the culture, such brief greetings may come across as unfriendly, however it is widely accepted by Canadian's and is not regarded as a sign of unfriendliness. When meeting someone for the first time they may shake your hand. Although this practice is not as common among younger people as it is with older individuals, it does still occur.

As greetings are brief in Canada, so too are good-byes in which case people will leave after saying "goodbye," "bye," or "see you later". Often times people may say upon leaving "We should get together sometime" or "come over sometime". When this is said it is usually not meant to be taken as a literal invitation, but rather as an exiting comment.  
(Seattle Pacific University. Quest. A Building Lives Publication, 1993.)

### **The Use of Names**

In North American culture it is appropriate to refer to someone of your same status and age or younger by their first name. A man or woman older than yourself however, should be addressed by Mr., Mrs., Miss, or Ms. For example, if the name of the person you are speaking with is Peter Sims, he should be addressed as Mr. Sims, thus (Mr., Miss, Ms. Or Mrs. And their last name). If however, they request or give you permission to refer to them by their first name, it is then okay to do so.

In the case of women, if you are uncertain whether they are married or single, Ms. is a proper form of address. If you are still uncertain as to what to call someone and are confused by the appropriate use of names, ask them how they would prefer to be addressed. In the case of your own name, if people are unsure what to call you, tell them what you prefer.  
(International Handbook, May 21, 1987.)

### **Invitations**

For social affairs or larger university events, personal invitations are generally not issued, however you are welcomed to attend. If you receive a personal invitation, whether it be written, by phone or in person, it is wise to write down the date, time, place of event and directions if necessary.

If you receive a written invitation, it is appropriate to respond with a written reply or a phone call as soon as possible, indicating whether or not you will be attending the event. Choosing not to respond is considered rude. On the other hand, if you accept an invitation and fail to show up without telephoning and offering some sort of explanation, this is also considered rude and is not appreciated by most. Giving notice if you are not able to come allows the host an opportunity to invite someone else in your place, or change their plans. Acceptable reasons for declining an invitation may include: "I'm sorry, I am not feeling well today," or "I'm sorry, but I have another appointment at that time."

### **Equality and Independence**

Independence and equality are greatly valued by Canadians. The right to freedom within certain limits is held very precious to most who have made North America their home. There is also an expectation surrounding equal opportunity to pursue personal and professional goals. From an early age children are encouraged to be independent and self-reliant. As they reach their teen years they are encouraged to find part-time work to earn money for themselves. Many children are expected to assume responsibilities around the house. As a result, many parents give their children an allowance (money) with the intention of teaching them financial management.

### **Time**

In Canada, time is of great value to Canadians and thus it is critical to be "on time" for scheduled events and appointments. People coming from other countries where time may not be of such great importance may have difficulty adjusting to this particular part of the culture. Despite the fact that there are different guidelines for different situations, you will rarely go wrong if you are always on time. For such things as appointments or classes, you are expected to be on time. For example if your appointment is scheduled for 10:30 am you should arrive a few minutes early (approximately 5-10 mins). If you are a few minutes late, an apology with an explanation is usually accepted. When it comes to handing in an assignment for class, if it is late, an explanation is usually required and you may face a penalty such as a loss of marks because the assignment is overdue.

If you are invited to someone's home for dinner it is appropriate to arrive 5 to 10 minutes prior to the time that they were expecting you, but not before. Arriving earlier than 5 to 10 minutes prior to your expected time may impede upon their time needed for meal preparations. If you are unexpectedly running late it is polite to phone the host and inform them as to how much longer you will be.

When attending parties or social gatherings timing is not so rigid. However, when people start to leave or the host signals that it is time to wind things down, it is expected that people will be considerate of the time and leave within the next 5-15 minutes.

When dealing with business appointments being on time is crucial. Even if the person you are waiting to see is busy and you must wait, it is still important that you are on time.

In regards to public events such as theatre, plays etc., it is always good to arrive either exactly on time or 10 minutes early so you can get a good seat before the program begins.

(Seattle Pacific University. Quest. A Building Lives Publication, 1993.)

### **Telephone Etiquette**

In Canada phoning on a week day before 10 pm is generally regarded as acceptable. On the weekend however, calling before 9 or 10 am is not well received by most. Phoning later in the morning is preferable unless previous arrangements have been made with the person you are planning on calling. Calls related to business or work generally do not occur outside of work hours unless there has been a previous agreement to do so. (Azusa Pacific University. International Connection.)

### **Directness**

If there is one thing that is associated with Canadians, it is their sense of directness. Discussing issues, events and ideas openly is not uncommon in the Canadian culture. Coming from another culture however you may find yourself feeling slightly uncomfortable with some of the issues discussed, as they may be regarded as sensitive, embarrassing, or rude in your particular culture. When discussing business matters, Canadians can be quick to get to the point.

### **Asking Questions**

Canadians tend to ask a lot of questions, so if you are feeling a bit overwhelmed with questions that may seem to you a bit silly, uninformed and elementary, hang in there. In Canada, asking questions is a way of expressing interest in a person or subject, such as your country or culture. A lot of Canadian students may have little understanding or knowledge about your background, culture or country and may be interested in learning more.

(International Student Handbook, May 1987.)

### **Physical Space**

Physical space is one thing that is noticeably different in the Canadian culture in comparison with many other cultures, thus creating the potential for misunderstandings. In the Canadian culture people generally tend to avoid body contact, often standing 1-4 feet apart when engaged in conversation. If someone gets too close, the other person may back away or put a barrier between them and the other person by folding their arms across their chest. To some, this may seem unfriendly or impolite, however it is just one of the many cultural patterns common to Canadians. In the case of public places, if a person sits next to someone in a restaurant when there are plenty of other seats, the Canadian might be quite uncomfortable. If forced to stand together as on a transit bus, most Canadians will be silent and tend to avoid eye contact. Touching hands is only done in the case of a formal greeting. If however two people know each other well, they may pat each other's arm or shoulder or greet one another with a hug. (Seattle Pacific University. Quest. A Building Lives Publication, 1993.)

### **Silence**

In some cultures, silence is widely accepted. In the Canadian culture however, silence is often regarded as uncomfortable and awkward. When engaged in conversation if there is a period of silence Canadians are quick to fill the gap with a question or a comment of some sort.

### **Competition**

Canadians are a culture that tend to place high value on achievement and success, and are known as a competitive culture.

### **Achievement**

As we are a competitive culture, Canadian society is also one that places great value on achievement. Achievement is expected and something that is sought after in sports ( as they keep records) business (as they keep charts and statistics), books and movies (as they record numbers sold and/or dollars made), and university (as students are encouraged to get good grades). (International Student Handbook. May, 1987.)

## **Cleanliness**

Good personal hygiene is an expected part of Canadian culture. A large majority of Canadians bathe on a daily basis, and apply perfume or cologne as a way of promoting a particular fragrance after their bath. Clothing is washed regularly as to ensure that garments are kept clean and fresh. (Azusa Pacific University. [International Connection](#).)

## **Friendships**

Doing well academically, especially in a different country may require extra time and effort. Nonetheless, making time to develop new friendships is also important. Most Canadians are friendly and welcoming to newcomers. It is important however, not to equate their friendliness with a permanent relationship, as they may not always be interested in developing the friendship further. Friendships take time to develop. Due to the fact that Canadians tend to move around a lot, it is not uncommon for a lot of their friendships to be largely short-term acquaintances with a few deep friendships.

A good way to get to know people is to make a deliberate effort to vary the place you sit in the cafeteria at meal times. Doing so, will allow you the opportunity to meet different people and get to know your peers. Attending campus activities and especially international events are some other great ways to meet and develop new friendships. (Seattle Pacific University. [Quest](#). A Building Lives Publication, 1993.)

## **Family Life**

Unlike many countries where the extended family is the basic social unit, in Canadian culture, families tend to be much smaller (the average size being a couple with two children), and play a less significant role. Families are also very mobile. Children often move out of the house anywhere from age 18 onward. At this age, they either start living on their own or go to university. It is also not uncommon for women to work outside of the home, a trend which has significantly increased over the last decade. ([International Student Handbook](#), May 1987.)



# Finances



**INTERNATIONAL STUDENT MANUAL**



## Canadian Currency

Once you have settled in and have most of your immediate needs taken care of, you may want to take some time and familiarize yourself with the Canadian currency. Even though it may take a while to get use to, having a basic understanding will help increase your confidence when dealing with money. The Canadian currency consists of bills and coins.

### Bills

\$5, \$10, \$20, \$50, \$100 and higher

Bills do come in denominations higher than \$100 but are rarely used in day to day exchanges.

### Coins

Dollar or Loonie worth 100 cents

Two dollars or Toonie worth 200 cents

Quarter worth 25 cents

Dime worth 10 cents

Nickel worth 5 cents

Penney worth 1 cent

Often times when doing banking in another country you may encounter some terms that are unfamiliar. These could be new terms, or they could be similar to what you know in your country, but here are referred to as something different. Below is a list of commonly used Banking vocabulary which you may find helpful when managing your finances.

## Banking Vocabulary

**Balance** - The amount of money in your account after you have subtracted the amounts from checks you have written, and added the amounts of money you have put in to your checking account.

**Bank Charge** - Money that the bank will take from your account for banking services such as a monthly charge, stop payment charge, short check charge. Remember to deduct this amount from your balance.

**Cheque** - Represents money. You may write a check to pay a bill instead of using cash.

**Debit Card** - A bank card which can be used at ATM machines, as well as to pay for purchases at most businesses.

**Deposit** - Money you are putting in the bank.

**Deposit Slip** – Form you use when you put money into your account.

**Monthly Charge** - Money the bank charges you for having an account.

**NSF Charge or Bounced Check** - when you write a check and don't have enough money in your account to pay the check.

**Stop Payment** - If you write a check that you don't want the bank to process, they can "stop payment" on that check. There will be a charge for this service. Some examples would be: you wrote a check and then lost the check before you gave it to the person, you paid for something and did not receive it, or you paid twice for the same thing.

**Transaction** – When you add money or take money from your account.

**Withdrawal** – Taking money from your account by writing a check, taking money from ATM, or a bank charge.

## Selecting a Bank

Choosing a bank may not seem like a big deal, however it is smart to keep in mind your financial needs when making a selection. It is also wise to compare the rates and service charges of several banks before selecting the bank you will use. Most banks offer a variety of services including: checking accounts, savings accounts, 24 hour teller machines, bank drafts, traveler's checks, money orders, foreign currency exchange, and safety deposit boxes for valuable items. Although banking hours may vary between banks, most are open Monday to Friday from 9 or 10am until 4 or 5pm. Several are now open on Saturdays as well. For specific hours of operation it is best to check with the individual bank.

### Banks and Financial Institutions in the Langley Area

#### **Royal Bank (RBC)**

19888 Willowbrook Drive, Langley  
Phone: 604-533-6800  
www.rbc.com  
(RBC Bank machine on campus)

#### **CIBC**

20069 64th Avenue, Langley  
Phone: 604-532-6606 or 1-800-465-2422  
www.cibc.com

#### **TD Canada Trust**

19711 Willowbrook Drive, Langley  
Phone: 604-514-5155  
www.tdcanadatrust.com

201-8840 210 Street, Langley (Walnut Grove)  
Phone: 604-513-6200

#### **Canadian Western Bank**

10-19915 64th Ave. Langley  
Phone: 604-539-5088  
www.cwbank.com

#### **Scotia Bank**

Willowbrook Mall  
Phone: 604-514-5450  
www.scotiabank.com

20555 56th Ave. Langley  
Phone: 604-532-6750

#### **Vancity (Credit Union)**

Unit 100 - 20055 Willowbrook Drive, Langley  
Phone: 604-877-7000  
www.vancity.com

#### **Coast Capital Savings (Credit Union)**

20991 88 Avenue, Langley (Walnut Grove)  
Phone: 604-517-7000  
www.coastcapitalsavings.com

9140 Glover Road, Fort Langley

## Choosing An Account

When setting up an account there are basically two types to choose from. There are checking accounts and there are savings accounts.

**Chequing Accounts**– By placing your money in a chequing account, you can avoid the problem of carrying a large amount of cash with you or keeping it at home. There are several kinds of checking accounts with varying minimum balance requirements, service charges, and incentives. To open a chequing account, all you need to do is fill out a few forms at the bank. The bank will most likely ask you for two pieces of identification, one of these must have your picture on it. You can use your passport for this. You may use your drivers' license, credit card or student card as your second piece of ID. You will also be asked for your birth date, Canadian address, and phone number. Having these things ready in advance will make it easier to open your account.

After completing the paperwork, you will then be given a Debit card which you can use to withdraw money from your account, as well as to purchase things directly. You will also order a book of cheques to use when you need to pay your tuition, rent, etc. These cheques will have your name, address and any additional information you want to list, together with your bank account number. The cheque-book will also include a place for recording the cheques that have been written, and the amounts of the cheques. Deposits will also be recorded in this register. By recording these deposits and cheques you will always know how much money you have in the bank. Your cheque register balance should be reviewed with the bank statement that will be sent to you each month by the bank. Any discrepancies between your cheque register balance and the bank statement (excluding outstanding cheques) should be explored for errors. If assistance is needed, contact your bank for assistance.

**Savings Accounts**– A savings account works very much like a checking account except that your money earns interest while it is left in your account. The longer you leave your money in the bank, the more interest you will earn. You can also withdraw your money from your account at any time, although some banks limit the number of free withdrawals you can make from your account during a specified period. If you exceed the specified number you will have to pay certain service charges.

(Taken from Seattle Pacific University. Quest. A Building Lives Publication, 1993.)

## Writing A Cheque

A cheque can be an easier form of payment rather than always having to carry around a bunch of cash, it is also much safer. It is useful because the bank keeps a copy, and if someone tells you that you have not paid for something, you can ask for a copy of the cheque from the bank and prove that you bought that item. When writing cheques it is good to always keep a record of every cheque that you write. Every time you change the amount of money in your bank account by making a deposit or a withdrawal, this is called a transaction. Each time a transaction is made you will want to record it in your register. Below is a sample register and directions as to they are to be used.

### How to Use Your Register:

- Write what kind of transaction it is. If it is a check be sure to record the number of the check. Write **W** for withdrawal (removing money from your account using your bank card). Write **D** for deposit (putting money in your account).
- Write the date of the transaction.
- Write the person or name of the company that you are writing your check to and why.
- Write the amount of money, if it is a check or withdrawal.
- Write the amount of money, if it is a deposit.
- Write your balance once all calculations are complete.

Cheque #	Date	Description Of Transaction	Payment, Service Fee or Withdrawal	Deposit or Interest	Balance 1000.00
01	02/27	TWU	\$250.00		-250 750.00
02	02/31	Money from Parents		100.00	+ 100.00 850.00

### Things to Keep in Mind:

- Write on every other line.
- Write in pencil so that if you make a mistake it can be easily corrected.
- Record automatic payments and deposits on date authorized.
- Record all charges or credits that affect your account.

(Taken from L.I.F.E Seminar Workshop. Spring, 1995.)

## The Cheque

A check is an important piece of paper. It represents money and thus you must be careful how you handle it, lest people can steal money from you.

### How to Write a Cheque:

- Write the date.
- Write the name of the person or company that you are writing the check to.
- Write the dollar amount of money in numbers.
- Write the dollar amount in words.
- Sign it.

Mary King  
204 George St.  
Langley, BC V2M 5L8  
(604)890-7645

01  
Date March 10/2008

Pay to the Order of Trinity Western University \$250.00

The Amount of Two Hundred and Fifty Dollars XX/100

**The Bank of Nova Scotia**  
4532 Fraser Hwy  
Langley, BC

Memo \_\_\_\_\_

Mary King

057 89430 108 00092 41

### Things to Keep in Mind:

- Write the amount in numbers at the far left edge of the shaded box.
- Write the amount in words as far left as possible on the “dollars” line.
- Always sign your name the same, in English.
- Always write in pen.
- If you lose a check, call the Bank immediately.

## Using An Automated Teller Machine (ATM)

Once you have set up your account you are ready to deposit or withdraw money. Knowing how to use an ATM machine gives you the freedom to access your money 24hrs a day when banks are not open. The ATM machine will allow you to do deposits, withdraws and transfers from one account to another. Using an ATM machine is relatively simple, as the computer supplies you with step by step instructions. Below are a set of instructions for using an ATM machine. If you should make a mistake you can push the word *CANCEL* at any time allowing you to start over.

### Steps

1. Insert your bank card into the machine.
2. The machine will say something on the screen like... "Welcome to (the name of the bank). Please enter your PIN (Personal Identification Number. This is your secret number from the bank).
3. Next you will choose a transaction, the options will be something similar to what is below.  
Quick cash \$40 (to receive \$40 exactly)  
Deposit (put money into your account)  
Withdrawal (take money out of your account)  
Transfer (from checking to savings, etc.)  
Other Option (if you want to know the balance in your account)
4. Then, choose where you want to put the money into or where you want to take the money from.  
ex. Checking, Saving, or Credit Card
5. Next, enter the amount that you want to withdraw or deposit. The amount needs to be in multiples of \$5,\$10, or \$20.
6. The machine will give you your money.
7. The computer will then ask you if you want to do any other banking.  
If you are finished press "no" and the computer will return your card and receipt.  
If you would like to do further banking follow the instructions indicated on the screen.

It is never advisable to carry large sums of cash. Almost all stores and restaurants in Canada are equipped with Debit Machines which allow you to pay for items directly from your bank account. You can also use a credit card almost anywhere you go.

# Getting Settled



**INTERNATIONAL STUDENT MANUAL**



## ACCOMODATION OPTIONS

You can expect to incur a number of expenses as you settle into your place of residence, and prepare for life in Canada. Perhaps one of the biggest costs you will encounter is the cost of renting and setting up your apartment. If you are over the age of 21, you have the option of living off-campus; if you are younger than 21, you are required to live on campus. There are also apartment style accommodations available on-campus for students over 21 years old or in your 3rd year of university.

### Living On Campus

Living in the residence halls on campus can be an incredible experience. All those who are living in dorms are supplied with a single bed, single mattress, desk, desk chair, drawers, waste basket and desk lamp ( Student Handbook pg. 19). Any furniture you desire above and beyond what is already supplied will be left to you to purchase, rent or borrow. Students will need to provide their own:

**Sheets, Blankets, Pillow, Clothing, Towels, Facecloths, and Personal items (shampoo, soap, etc)**

### Renting Off-Campus

If you are considering renting an apartment it will be cheaper if you find a roommate to rent with. By having a roommate you will be able to cut the cost of renting in half. Often you will find notices on campus bulletin boards of students looking for roommates. If you wish to live alone however, you may want to consider checking out boarding options. Many people in the community often rent out a bedroom to students and allow them kitchen privileges. If you are searching for an apartment or a room to rent, visit Trinity's Housing website ([www.twu.ca/housing/offcampus.aspx](http://www.twu.ca/housing/offcampus.aspx)) and look for available rooms and/or apartments in the local area. You may also wish to check out the local newspapers under the classifieds in the *Langley Times*, the *Vancouver Sun*, or the *Province*.

When you are renting an apartment there are basically two types of costs. There are costs that occur on a one time basis usually at the start of your tenancy such as: security deposit, telephone installation fee, and furnishings. The second set of fees happen on a regular basis and are usually paid monthly. These include: rent, utilities, cable, internet, phone, and household purchases. (Taken from "UBC International Student Handbook" <http://students.ubc.ca/international/handbook/offaccom/furnish.cfm>).

If you are a first time renter you may want to look at the websites listed below. They will help you make informed decisions and will give you information about your rights as a tenant.

**<http://www2.jurock.com/renting/tips/tenantprotection.asp>**

This site provides valuable information concerning your protection as a tenant.

**<http://www.canadianhomes4rent.com/rentingtips.asp>**

This site offers helpful tips related to renting an apartment.

**[www.tenants.bc.ca](http://www.tenants.bc.ca)**

This site is a survival guide for tenants and contains info regarding tenant rights.

## **Furnishing Your Place**

Equipping your room or apartment with new furniture can be a costly venture, thus many students choose to purchase used furniture as opposed to new. There are a number of places from which used furnishings can be bought. When you are ready to go shopping you may want to check out these sources.

- Stores: Value Village, Salvation Army Thrift Stores.
- Classified ads in the Province, the Vancouver Sun, or the Langley Times.
- Craigslist Vancouver: <http://vancouver.craigslist.org/>
- Garage and yard sales— look in the classified section of the newspaper to get locations, date and times of sales.
- Flyers posted around campus
- Notices posted on bulletin board of stores.

## **Phone Services**

If you live on campus you will have access to a phone line which will enable you to make local calls. You are however expected to either bring your own phone or buy one when you arrive, as they are not supplied by the university. Once you have been assigned your room, you will then be issued your phone number. If you live off-campus you may or may not have a phone line provided by your landlords. If you do not have a phone line, you will need to contact Telus to have one installed or activated. ([www.telus.com](http://www.telus.com))

## **Long Distance**

The on-campus long distance provider is Primus and can be applied for on registration day. When you apply, you will be issued your own personal long distance access card. This will enable you to call outside the local area. For further instruction and information regarding your long distance plan, making calls, setting up your mailbox, long distance rates, billing and payments, see your “On Campus Communication Guide” supplied to you along with your personal access card. Bills for your long distance will be mailed directly to your address on campus. It is important to pay your bill shortly after it arrives as to keep your account in good standing. (Trinity Western University. [Student Handbook](#), 2002-03, p.19)

## **Phone Cards**

Primus generally offers reasonable rates for phoning overseas, however it is sometimes cheaper to call certain countries using a pre-paid phone cards. A number of international students find phone cards to be the best option and often choose to purchase them instead of using a Primus long distance plan. Pre-paid phone cards can be purchased at almost any gas station or convenience store for \$10-50 depending on the amount of minutes on the card.

## **Skype**

Skype lets you make free calls over the internet to anyone else who also has the service. It's free and easy to download and use, and it works with most computers.

## **Directories**

Students living in the dorms will have access to a phone book. In the front of the phone book you will find helpful information such as emergency numbers, coupons, and area codes

for other cities. The last portion of the phone book, which is distinctly marked by its “yellow pages”, advertises services under topics listed in alphabetical order which allow for quick and easy access to most numbers.

### **Cellular Phones**

If you are looking to purchase a cell phone, there are many different options to consider. It is best to contact the different companies to determine the phone plan that will best fit your needs. Before purchasing a plan and/or phone, it is best to think about how often you will be using your phone and for what purpose as it will help you determine what plan is best for you.

**Rogers:** [www.rogers.com](http://www.rogers.com)

**Telus Mobility:** [www.telus.com](http://www.telus.com)

**Bell Mobility:** [www.bell.ca](http://www.bell.ca)

**Fido:** [www.fido.ca](http://www.fido.ca)

### **Internet**

If you are living on-campus, your internet access is provided within your housing fees. If you are living off-campus, you will need to choose an internet provider that best suits your needs. Rogers, Telus, and Bell all offer a variety of internet options.

### **Food**

If you are living off campus and are buying your own food you can reduce the amount of money you spend by preparing it yourself. Eating out is fun to do on occasion, but making it a regular habit can prove quite costly. Buying food when it is on sale and freezing it in single portion servings can be a good way to save money. Buying fruit and vegetables at your local fruit market as opposed to the grocery store will also save you a few dollars. The amount of money that you spend on groceries will vary from person to person, however as a single student you can probably expect to spend in the range of \$25-50 per week.

### **Grocery Stores**

#### **Save-on Foods**

Walnut Grove 101-8840 210 St.

Langley: 20255 64 Avenue, Langley.

#### **IGA**

101-20159 88 Ave, Walnut Grove

9224 Glover Rd Langley

5501 204 Street, Langley

#### **Safeway**

6153-200th St. Langley 1-800 723-3929

20871 Fraser Hwy., Langley

#### **The Real Canadian Superstore**

19851 Willowbrook Drive, Langley

**H-Mart**

19475 Fraser Hwy., Langley

**T & T Supermarket**

The largest Asian Supermarket Chain in Canada

101-10090 152 St., Surrey (604) 930-2388

**SA Sausages Ltd.**

South African Butcher Shop that imports directly from Africa

#3 - 18812 96 Ave East, Port Kells (Surrey) 604-513-1912

**Fujiya**

Japanese Grocery Store

#112 1050 W. Pender St., Vancouver 604-608-105

**Clothing/Toiletries/Linens**

The amount of money you spend on clothing, toiletries and linens like food, will not be the same for everyone. The amount you spend will be determined largely by where you shop, your taste, style, preference and budget. Below is a list of the average cost of some common purchases. This list can act as a guide for you and will help you determine if you are getting a good deal. These prices are the range of prices you can expect to pay if you are buying these items new. If you shop in department stores such as Wal-Mart or Zellers, you can expect to pay in the lower range of prices. If you wish to buy used clothing you can probably get it for even cheaper at places like Value Village, The Salvation Army Thrift Store, or Consignment shops.

*Clothing*

Shirts	\$12-60
Jeans	\$40- 100
Winter Coat	\$60-300
Shoes	\$20-125

*Toiletries*

Shampoo	\$3-10
Toothpaste	\$1-6
Hairspray	\$3-10
Makeup	\$6-20
Perfume	\$15-100
Deodorant	\$2-6

*Linens*

Comforter (single)	\$35-80
Bed Sheets (single)	\$25-60
Pillow	\$12-40
Towel	\$10-20
Sleeping Bag	\$30-150

## **Shopping Centers**

**Wal-Mart** – Intersection of 64 Avenue & 202nd St. Langley (604) 539-5210

**Zellers** – Willowbrook Shopping Center 140-19705 Fraser Hwy. Langley (604) 530-7351

**Willowbrook Shopping Centre** – The largest mall in Langley filled with a variety of shops. 150-19705 Fraser Hwy. Langley. Customer Service and information (604) 530-4492

**Metropolis at Metrotown** - A huge mall in Burnaby. Must take public transit or drive there — approximately 50 minutes away.

## TRANSPORTATION

Public transportation in Vancouver and throughout the Lower Mainland is generally easy to use and quite reliable. There are various means of public transportation which include: buses, trains, the skytrain and sea buses (ferries), all linking to parts of the city and surrounding area.

**Buses**– Using the bus or transit system is perhaps one of the most popular means of public transportation. It is important to keep in mind when using the transit system that it is divided into three fare zones. Ticket costs increase as zone boundaries are crossed. The further you travel, the more zones you will cross. After 6:30pm on weekdays and weekends, fares are reduced. A monthly bus pass or “fare card” costs \$63, \$87, or \$120 depending on the number of zones it includes (Taken from “Transportation in Vancouver [www.vec.ca/english/2/transportation.cfm](http://www.vec.ca/english/2/transportation.cfm)).

To find out more detailed information concerning **public transportation** visit the Translink website at ([www.translink.bc.ca/Service\\_Info\\_and\\_Fares/](http://www.translink.bc.ca/Service_Info_and_Fares/)). This website includes information on: schedules, maps, fares and passes, methods of transportation (buses, sea bus, and Westcoast Express), as well as a trip planner which will assist you in getting to your destination. If you need help using the transit system, or wish to find out more information regarding other transportation services call **Customer Information** at **(604-953-3333)**. Representatives are available to assist you everyday of the week from **6:30am-11:30pm**.

**Other Methods of Transportation-** For those who do not wish to use the public transportation system there are a number of other ways to get to your destination . Some of these include: biking (providing the distance is not too far) walking, driving (if you have your own vehicle or have access to one), carpooling (when a number of people drive together in one vehicle to their destination– something you may want to inquire about from other students), or taxi (this option could be expensive depending on how far you are going, but is one way to get you to your destination quickly).

### Taxi Companies

Langley Taxi - (604)530-4444

Langley Taxi Cabs - (604)882-2111

### **AIRPORT SHUTTLE**

Local airline services are available through Vancouver International, Abbotsford, Bellingham and Seattle. Bus service between residences and Vancouver International Airport is available by calling Airport Link Shuttle at 604.594.3333 [approx. \$30, cash only].

### **LICENSES**

If you have recently moved here to study in Canada and have previously had a driver’s licenses in your home country, or are interested in getting one for the first time, there is some important information that you should be aware of. If you visit the website [www.cometobc.com/getdl.html](http://www.cometobc.com/getdl.html) you will be able to find out more detailed information concerning such things as getting a license, changing, renewing or replacing a license, fees and identification requirements. International Student Programs organizes an information session every year for ICBC (the government agency that processes drivers licenses) to come to campus and tell interested students about how to get a drivers license.



# Important Documents





## Study Permits

Study permits can only be applied for from outside of Canada, but may be extended while still in the country.

### **To Extend a Study Permit:**

1. Complete the “Extend Your Stay in Canada” application (these applications may be picked up from Jayne Taylor or Elaine Johnston - International Admissions Counselors. This office is located at ESLI, which is located on the 2nd floor of the Reimer Student Centre.
2. Get copies of your grades for the previous two semesters which is used as proof that you have been studying in Canada.
3. Provide a letter from TWU which is used as proof that you are currently enrolled and/or pre-registered for the next semester. If you are an undergraduate, these letters can be obtained from Enrolment Services located in Mattson Center for a fee of \$5.
4. Provide proof that you have funds available (i.e. a printout from the bank of your personal account)
5. Pay the appropriate fee (currently \$125) to the bank and receive a receipt indicating that you have done so.

\* Once all the necessary documents have been collected, they must be mailed to Immigration Canada (you will find the address in the application form) and post marked no later than the day of the expiry of your current study permit. Once your information has been sent, you can expect to receive a response from Immigration within 4-7 weeks. It is best to submit your request for an extension at least 2 months prior to the expiry of your study permit, as your BC MSP is linked to your study permit. In order to maintain medical insurance, as a undergraduate student you must provide the Wellness Center with updated copies of your study permit. MSP takes about 3-5 weeks to process these new permits and issue new care cards. You will be required to purchase interim insurance for the period of time that MSP requires to complete the application process.

### **Expired Study Permit:**

Should you allow your study permit to expire before sending in your extension application (i.e. you have become ‘out of status’), you have up to 30 days after the expiry date to submit an application. There is however a penalty for allowing the permit to lapse before applying for an extension. If you wait more than 30 days, you will be required to leave Canada and apply for a new study permit.

### **LEAVING CANADA**

If you are a non-US international student leaving Canada and wishing to visit the US, some of you will be required to get a US visitor’s visa and some will not, as it depends on your nationality. In order to find out if you are required to have a visitor’s visa you must contact the US Consulate in Vancouver.

\* If you are an international (including US citizens) student leaving Canada and planning to return for further studies, you **must** get a letter ( for undergraduates, these letters are available from Enrolment Services for a fee of \$5) indicating that you are currently enrolled and/or pre-registered for the next semester. This letter will allow you to return to Canada.

If a US visitor’s visa is required, you must then follow the guidelines and requirements set by the US government for international visitors. This will most likely mean a second letter to be used to apply for the visa to provide proof that you will leave the US. There may also be other requirements as well.

## IDENTIFICATION

It is important to carry 'picture identification' when going about daily life in Canada. Often the only piece of picture identification that an International student has is his/her passport, which needs to be kept in a safe place and not carried around daily. A solution to this challenge is the British Columbia Identification Card (BCID). BCID cards are typically used by anyone who is over the age of 19 but does not have a drivers license.

A BCID card is available at any driver licensing office by the following process:

1. Bring one piece of primary (study permit) and one piece of secondary identification (passport or bank card or school ID card) to the driver licensing office.
2. Pay the BCID card and get photograph taken.

Your BCID card will then be processed and mailed to you within 4-6 weeks.

\* Langley Driver Licensing Office

20290 Logan Avenue

Langley, BC V3A4L6

Phone: 604-661-2255

Hours: 8:30 - 4:30 Mon. to Fri.

## STUDENT EMPLOYMENT

International students are now permitted to seek employment both off and on campus. There are numerous on-campus employment opportunities available to students. To qualify for an off-campus work permit, international students must:

- Hold a valid study permit.
- Be a full-time student enrolled at a Trinity Western University.
- Have studied full-time for at least 6 months out of the previous 12 months
- Have signed a consent form authorizing the exchange of their personal information between the participating institution, the province of British Columbia, and Citizenship and Immigration Canada.
- Have satisfactory academic standing in their qualifying program of study at the time of their application for a work permit, and have maintained satisfactory academic standing during the 6 months of full-time study out of the previous 12 months and since their application for a work permit.
- Continue to fulfill the terms and conditions of their study permit and work permit, as applicable.
- Continue to meet the above eligibility requirements while participating in the program.

Students who qualify for the program will be able to work up to 20 hours per week off-campus while classes are in session, full-time during summer and winter breaks, and over their reading weeks.

Source: CIC website

<http://www.cic.gc.ca/english/department/media/backgrounders/2008/2008-05-20.asp>

### **Obtaining a Social Insurance Number (SIN)**

All students, national and international alike, are required to have a SIN card to be employed in Canada, in addition to having a valid student authorization. For further information about obtaining a SIN card speak with **Lois Penner** in the Centre for Life Calling and Career Development, which is located on the second floor of the Reimer Student Center, or go to Service Canada in Langley.

### **On Campus Student Employment Procedure**

- Complete a Financial Aid Application (on the application indicate that you wish to be employed on-campus) and return it to the Financial Awards Office by March 1st (returning students) and March 15th (new students). If you apply after this deadline you will then be placed on a waiting list.
- Once you have applied, the Financial Aid office will then assess the financial needs for each applicant and then rank all students applying for campus employment according to need.
- With the number of campus employment positions determined by the Centre for Life Calling and Career Development, the Financial Aid office will offer an allotted number of students these positions at a pre-arranged amount.

- You may inquire about employment positions through an internet campus employment web site with a password given only to those who were pre-qualified for employment. When applying for a position, you will apply for employment directly to the campus employer ( supervisor).
- All students employed on campus must come to the Career Center to complete hiring procedures for employment, which will include the following:
  - Employment Appointment
  - Confidentiality Statement
  - Social Insurance Number
  - TD1
  - TD1BC
  - Student Visa

### **Off Campus Student Employment**

Students (and alumni) can sign in to the Job Search using their twuPass account and get access to browse job listings offered specifically to the TWU community. These listings include full time, part time, and contract jobs, located in the Langley area and beyond. The job search can be found at <https://www1.twu.ca/life/career/jobsearch/search.aspx>

In addition, students can seek out employment opportunities through local newspapers, as well as on-line search engines.

Students wanting to pursue off-campus employment can speak with Jane Zhang in Enrollment Services to initiate the process.

# The Wellness Centre



**INTERNATIONAL STUDENT MANUAL**



## THE WELLNESS CENTRE

Here at TWU we are concerned about your health and well being. Therefore, as a university, we try our best to encourage students to see the importance of being “well” in all areas of their life which include: physical, spiritual, emotional, social, intellectual, and vocational. In an attempt to support student wellness, Trinity is privileged to have a Wellness Center on campus that deals specifically with each one of these areas, and is accessible to all students.

### **The Wellness Centre offers:**

#### **Recreation Services**

Rec. Services provides students with an opportunity to become involved in the TWU community, as it offers a wide variety of team and individual recreational activities; some of the offerings are club sports, intramural leagues, open gym and weight room, fitness classes, an Outdoors club, and special events. Stop by the Dug-Out in Lower Douglas Centre to find out what’s happening.

#### **The Learning Resource Centre**

The Learning Resource Centre exists to assist students with a wide range of academic services. Some of the things that they provide include:

*Equity of Access Office*– assists students in dealing with physical or learning disabilities.

*The Writing Centre*– offers one-on-one assistance with papers and essays.

The Learning Resource Centre also runs study skills coaching, a resource library, and assistance to help you develop a personal action plan to achieve your goals. For the first time, the highly successful ‘Choosing to Succeed’ program is available to any student at TWU.

#### **Counseling Services**

At the Wellness Centre there are registered clinical counselors who are available to meet with students to talk about personal concerns. The Wellness Centre counselors are incredible people who really care about students. Counseling services provides students with a confidential, safe opportunity to deal with life issues.

#### **Health Services**

Health Services provides a broad range of care for TWU students. At the Wellness Centre there is a nurse, and two doctors. (A female doctor works one afternoon per week) Health Services functions as a walk-in clinic or by appointment. It provides such services as: evaluation, diagnosis and treatment of health concerns, referrals to other health care providers, lab services, and discussion on wellness and related topics. Any student may see the nurse for free, however to see the doctor you must be covered by MSP (medical insurance). Basic immunizations are available for International students who were not immunized in their home country; this service is covered by MSP.

Each time you come to the Wellness Centre to see the doctor there are certain things that you should bring with you. These include:

- Your ‘Care Card’ (this is the card you will receive once you have registered for BC medical).
- An English speaking friend if you struggle with the language.
- Any medicine that you are currently taking to show the doctor.

### **Wellness Centre Hours of Operation**

The Wellness Centre is open **Monday to Friday 9am-4:30pm** (during this time you may access any of the above services). If you like further information on any of the services offered at the Wellness Centre, you may visit their website [www.twu.ca/wellness](http://www.twu.ca/wellness), drop by the Wellness Centre which is **located in Douglas Center** during office hours, or call by phoning **(604) 513-2041**.

### **IMPORTANT NUMBERS**

#### **Emergency Numbers**

- Wellness Centre (weekdays) (604) 888-7511
- Langley Memorial Hospital (604) 533-6402
- Emergency Information (604) 534-4121
- Campus Security (Certified First Aid) (604) 657-9911

#### **Poison Control Center**

(604) 682-5050  
(604) 682-2344

#### **Resident Director on-Call Emergency Assistance**

(604) 307-GULP

- Contact or leave a message

#### **Walk-in Clinics (for after-hours or off campus health care)**

- Glover Medical Clinic (604) 530-3233  
101-5796 Glover Rd, Langley  
Monday-Friday 8am-9pm  
Sat., Sun. and holidays 9am-5pm
- Valley Medical Clinic (604) 534-9284  
109-20151 Fraser Hwy, by Save-On Foods in Langley  
Monday-Saturday 9am-8pm  
Sunday and holidays 10am-8pm
- Walnut Grove Family Practice (604) 888-6220  
112C-8850 Walnut Grove Drive, by IGA Foods,  
Walnut Grove. Monday-Thursday 9am-7pm  
Fridays 9am-5:30pm. Saturdays 9am-1pm  
Sundays and holidays– closed
- Langley Memorial Hospital Emergency Dept. (604) 533-6402  
22051 Fraser Highway, Langley  
open 24 hours everyday.  
use only for emergencies or when other clinics are closed

## **Dentists**

- Fort Langley Dental Office  
23192 96 Avenue, Langley      604-888-3811
- Dr. Jim Findlay  
102-6395 198 Street, Langley      604-514-8200
- Willowbrook Dental Clinic  
Willowbrook Mall, Langley      604-533-0131

## **HEALTHY EATING**

Coming to Canada, it is important to recognize that Canadian food is very different than what you are use to eating in your country. A lot of the food is high in fat, and if consumed in large amounts, may cause excessive weight gain and thus lead to various health problems. The Canadian Food Guide provides basic guidelines for healthy eating, and will help you to make wise food choices. Check it out online: [www.hc-sc.gc.ca/fn-an/food-guide-aliment/index\\_e.html](http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index_e.html)

In addition to the Canadian Food Guide, below is a list of helpful tips that you may also wish to keep in mind when selecting what you will eat.

### **Healthy Reminders**

- *Eat 3 meals a day:* Regular meals are important if you want to have good metabolism.
- *Eat a healthy snack if you get hungry between meals:* Fresh fruit and dried fruits, raw vegetables, nuts, and seeds make ideal snacks.
- *Drink Healthily:* Avoid too much caffeine. The healthiest drinks are water and freshly squeezed fruit and vegetable juices.
- *Cut down on fat:* Meat: Fish is rich in protein and low in fat. Poultry (without the skin) is generally healthier than red meat such as beef, lamb and pork. When eating dairy products, go for the low-fat varieties whenever possible, such as low-fat cheese, skim or low-fat milk, and low-fat (unsweetened) yogurt.
- *Grains:* Choose whole-wheat or whole-grain bread, brown rice, potatoes in their skins, and whole-wheat pasta– they have less sugar and more fiber, vitamins and minerals.
- *Avoid extra sugar:* Don't add sugar to drinks and be careful with sugar in foods like sweet cereal, donuts, candy, chocolate, ice cream etc.
- *Eat plenty of fresh fruits and vegetables:* High in nutrients and fiber; Aim to eat 5 fresh fruits or vegetables every day.

## **EXERCISE**

In addition to eating healthy it is also important to develop a habit of daily exercise. What you choose to do is not as important as actually doing it. There are numerous things you can do that will incorporate exercise into your day . Trinity has great trails and is safe for walking and running, the fitness centre is available and free for students, and the gym is open for various sports in the evenings. Any activities that require movement and get your heart pumping and your blood flowing will help your physical well-being, as well as reduce stress and allow you to meet and spend time with others.

# STRESS

As a university student, and especially as an international student studying in a foreign country, you will undoubtedly feel distressed at some point in time. Not all stress is bad for us, however when it starts to affect us physically, emotionally, socially, and academically, it is time to ask for help and take steps to deal with it. Among university students some of the common situations which cause stress include such things as: leaving home, and in the case of an international student adjusting to a new country, managing finances, living with a roommate, personal problems, and career choices.

## COPING WITH STRESS

Because we are all unique and respond differently to various situations, there is no one best way to cope with stress for everyone. There are however, a variety of ways in which you may choose to respond that may help you.. When you find yourself currently dealing with stress for whatever reason you may want to try some of these suggestions.

- **Identify your problem**

What is it that is causing you to be stressed? Once you have identified the problem you can then proceed to do something about it.

- **Solve your problems**

Start thinking about possible solutions. Think about what you can do to help eliminate some of the stress in your life. What would be the consequences of doing those things? Do you need to get rid of something in your life ( i.e. are you involved in too many things) or is there something lacking in your life? What will happen if you do nothing about your current situation and stress level? If you think about your problem, you should be able to make some changes that will help to lessen the stress you feel in your life.

- **Talk about your problem**

Find a trusted friend, family member or counselor to confide in. Tell them what you are experiencing. Often times just talking about your stress can bring a sense of relief. They may also be able to offer some helpful suggestions in dealing with your stress.

- **Learn about stress management**

Take some time to do some reading about stress. There are numerous books, videos, and resources that talk about stress and offer helpful suggestions about coping. You may also want to stop by the Wellness Center and speak with the nurse.

- **Take your mind off your problems**

You may be able to relieve some of your stress temporarily by spending some time doing what you enjoy such as a hobby, sports, reading etc. Stepping away from your problems for a short period of time can give you a refreshed perspective.

- **Reduced tension**

Get active! Physical activity is a great way to reduce stress. Talk a walk, play sports, or go swimming. Doing any activity even for a short period of time will give your body that physical break it needs, often times resulting in a renewed sense of energy.

(Adapted from Canadian Mental Health Association. Stress. Canada, 1993.)

## **SYMPTOMS OF UNMANAGED STRESS**

- Increased heart rate and blood pressure, feeling tense, irritable, fatigued, or depressed.
- Lack of interest and ability to concentrate, apathy.
- Avoidance behaviors: abuse of drugs, alcohol, tobacco.

(Taken from Dartmouth College. Stress Fact Sheet. Academic Skills Center, 2001)

## **PREVENTING STRESS**

Once you been successful in reducing your stress, you may want to take certain measures to ensure that it is kept at a manageable level. Ultimately the best way to cope with stress is to prevent it from happening. Some good ways to do this are:

- **Determine your priorities**

During university there are many, many competing demands: school work, social life, church life, work, and sleep just to name a few of them, it is important to know what is most important to accomplish for any given time period to feel well and in-control of your responsibilities.

- **Make decisions**

Don't avoid making decisions regardless of how difficult they may seem. Avoiding decisions only cause worry and end up leading to stress.

- **Avoid putting thing off**

Make a weekly schedule, including some time for physical activity and chores. Knowing ahead of time what is approaching will help you manage things better and ultimately lessen the stress you feel.

- **Delegate**

Get others to do tasks that they can handle. Doing this will help to free up some of your time and will eliminate you trying to do everything by yourself.

(Adapted from Canadian Mental Health Association. Stress. Canada, 1993)



# Academic Success



**INTERNATIONAL STUDENT MANUAL**



## THE LEARNING EXPERIENCE

Trinity Western University provides students with a unique educational experience.

- Small class sizes small (usually 30-50 students) which allows for a high degree of student-professor interaction.
- Fully qualified professors for all course levels (many first and second year courses at other universities are taught by teaching assistants whereas at TWU most are taught by professors).
- Highly regarded faculty are found at Trinity Western University—almost all professors hold doctorate degrees, and many are recognized as experts in their fields of study.
- TWU is a dynamic, relational community which is based on a commitment to developing students to their fullest potential; this foundational guiding principle means that faculty and staff at TWU regularly invest in student learning and development beyond just the classroom experience.

The classroom environment at TWU is highly interactive. Students are encouraged/expected to share opinions, ask questions and apply the knowledge that is being acquired. Professors truly care and are interested in the success of every student; it is important for International students to understand that TWU professors are approachable, which is not necessarily the case in other cultures. International students should talk to their professors if they have any questions or concerns, it is important to deal with any difficulties or problems early in the semester. Choosing to Succeed is a program that is available for TWU student. This program provides students with personal learning coaches who they can meet with on regular basis. The learning coaches work with students to provide individualized support for all areas of their academic experience.

## Study Skills

### STEPS TO ACADEMIC SUCCESS

- Set individual academic and personal goals.
- Choose courses carefully, especially during your first year.
- Know and use resources.
- Meet and get to know faculty.
- Learn actively
- Manage your time well, finish work early so there is enough time for editing and revisions.
- Know and actively use reading skills.
- Develop and improve your writing and speaking skills.
- Get involved in extra-curricular activities; learn skills and gain experience.

## WHERE TO STUDY

Choosing the right location in which to study is really important. Selecting the place which is most convenient such as your dorm room may not always be the best idea. If you are going to study and be able to concentrate, having an environment that is conducive to studying is essential. Try your best to select a place away from distractions such as: telephones, friends, and noise. In order to find such a place it may require a little bit of experimentation on your part. If one place is not suitable, try another next time. Eventually you will discover a location that works best for you.

## STUDY TIPS

During your first year of university you may quickly come to the realization that studying in university requires a bit more work than studying in high school. In high school studying was usually centered around the memorization of facts, whereas in university, the concentration is more focused on the knowledge of concepts.

If you are a freshmen at university you may find that the following tips will help get you started on developing good study habits:

- Study in chunks. A 20-50 minute study session followed by a brief break (5-10 minutes) is the most effective way to study.
- Use daylight hours. An hour of studying during the day is worth two at night! Do the work that requires the most concentration (typically reading) earliest in the day.
- Rank your classes and be sure to spend time on your most challenging class everyday and early in the day.
- Study actively. Ask yourself questions, review your notes regularly, discuss key concepts with peers and professors.

(Taken from "Where to Study / How to Study" [www.dartmouth.edu/admin/acskills/success/study.html](http://www.dartmouth.edu/admin/acskills/success/study.html))

## TAKING LECTURE NOTES

Sometimes as students, we tend to question the necessity or value of note taking. Nonetheless, there are several reasons why taking notes during class is important.

- A. Taking notes forces you to listen carefully and tests your understanding of the material.
- B. When you are reviewing, notes provide a gauge to what is important in the text.
- C. Personal notes are usually easier to remember than the text.
- D. The writing down of important points helps you to remember even before you have studied the material formally.

Instructors often give clues as to what is important to note.

Some of the clues are:

- A. Material written on the whiteboard.
- B. Repetition
- C. Emphasis
  1. Emphasis can be judged by the tone of voice and gesture
  2. Emphasis can be judged by the amount of time the instructor spends on points and the number of examples he or she uses.

- D. Word signals (e.g. “There are **two points of view** on ...” “The **third** reason is ...” “In **conclusion...**”)
- E. Summaries given at the end of class.

#### HELPFUL HINTS ON NOTETAKING

- A. Make your notes brief. Use abbreviations and symbols, but be consistent.
- B. Put most notes in your own words.
- C. Use outline form and /or a numbering system. Indentation helps you distinguish major from minor points.
- D. If you miss a statement, write key words, skip a few spaces, and get the information later from a classmate or the professor.
- E. Don’t try to use every space on the page. Leave room for coordinating your notes with the text after the lecture. (You may want to list key terms in the margin or make a summary of the contents of the page.)
- F. Date your notes. Perhaps number the pages.
- G. Don’t write down everything that you read or hear. Be alert and attentive to the main points.
- H. Make sure that you learn the key vocabulary for the courses you are taking early in the semester.
- I. When taking notes try writing key words or very short sentences.
- J. Think about the material before you start to make notes. Take notes that will be of value to you when you look at them later.
- J. Don’t keep notes on oddly shaped pieces of paper. Keep notes in order and in one place.
- K. Don’t worry about missing a point.
- L. Shortly after making your notes, go back and rework (not redo) your notes by adding extra points and spelling out unclear items. Remember, we forget rapidly. Budget time for this vital step just as you do for the class itself.
- M. Review your notes regularly. This is the only way to achieve lasting memory.

(Taken from “Taking Lecture Notes” [www.dartmouth.edu/admin/acskills/success/notes.html](http://www.dartmouth.edu/admin/acskills/success/notes.html))

## Using The Library

The library is located across from the Atrium, and is accessible to all students. You may access the library by logging onto their website [www.twu.ca/library](http://www.twu.ca/library).

### HOURS:

Monday –Thursday	7:45 am - 11:00 pm
Friday	7:45 am - 6:00 pm
Saturday	10:00 am - 6:00 pm
Sunday	1:30 pm - 5:00 pm

\* Note that times may differ on holidays and during the final exam period.

In order to check out books you will need to have a **library card**. A card can be obtained by speaking with any of the staff at the library. To receive a card you will need to know your mailbox number and your phone number. There is no charge for this card.

If you want to do any **photocopying** you will need to **purchase a copy card** from the Reserve Desk. Copy cards require a deposit of \$1 which will be refunded if the card is in good condition when it is returned. Copy cards come in \$5, \$10, \$20. Photocopying can also be done at the TWUSA office.

If at any time you are having difficulty, or are uncertain as to where something is located, the staff will be happy to assist you.

## Using The Computer Lab

The main computer lab facility otherwise know as (TWU Computing Science Lab) consists of 40 Pentium IV computers, and 5 G5 Macintosh computers. This lab is located in room 9 of the Neufeld Science Center, and is open to all TWU students. The lab is supervised by students who are employed by the University .

### Lab Hours:

Monday—Thursday	9:00 am– 11:00 am and 12:00 pm—10 pm
Friday	9:00 am—11:00 am and 12:00 pm—8:00 pm
Saturday	10:00 am—4:00 pm

\* Please note that these hours are subject to change!

# Reference Section



**INTERNATIONAL STUDENT MANUAL**



## **Churches**

### **African Churches**

Emmanuel Ethiopian Church  
Box 244, 810 West Broadway, 604-874-9524

Ethiopian Church, Broadway Tabernacle  
2677 E. Broadway, Vancouver 604-253-4167 / 604-980-6108

Vision of Hope Ethiopian Evangelical Church  
210-2510 Ontario St., Vancouver, 604-879-7979

English/Ibo Yoruba, Emmanuel Ethiopian Fellowship  
New Westminster Evangelical Free Church, 7895 Canada Way, Burnaby 604-521-2217  
Once monthly

### **Chinese Churches**

Abbotsford Chinese Christian Church  
Mennonite Brethren  
32068 King Rd, Abbotsford, 604-850-9023  
9:30 AM

Agape Church of the Nazarene  
998 E. 19th Ave., Vancouver, 604-874-2022  
11 AM

Blessings Evangelical Bible Church  
3075 E. 56th, Vancouver, 604-433-1181

Burnaby Chinese Alliance Church  
8611 Armstrong Ave., Burnaby, 604-524-3336

Burnaby Chinese Evangelical Free Church  
6112 Rumble St., Burnaby, 604-431-6969

Burnaby Chinese Pentecostal Church  
5209 E. Hastings St., Burnaby, 604-291-0104  
SS 9:45 AM; Worship 11 AM; YP Fri. 7:30 PM

Chinese Christ Worship Centre  
CLA  
c/o 21277-56th Ave., Langley 604-530-7344

### **Indian Churches**

Indo-Canadian Christian Fellowship  
32424 Huntingdon Rd., Abbotsford 604-853-2663  
10:30 AM

Surrey-Delta Indo-Canadian Fellowship  
Cedar Grove Baptist  
10330-144th St., Surrey, 604-581-8933  
5:30 PM

### **Philippine Churches**

Filipino-International Christian Church  
8250-161st St., Surrey 604-597-2151  
SS 10 AM; 11 AM; 6 PM

Broadway Filipino Fellowship  
2700 E. Broadway, Vancouver 604-253-2700

### **Japanese Churches**

Glad Tidings Japanese Group  
3456 Fraser St., Vancouver, 604-873-3621  
2:30 PM

(for the names of other Japanese churches that other TWU students attend, email Andy —  
andrea.ribey@twu.ca)

### **Korean Churches**

Hebron Presbyterian Church  
6656 Glover Rd. Langley, BC, 604-530-8896 or 604-530-5187  
9AM and 11AM

The Sent (보내심을 받은 생명의 소리교회)  
Blacklock Fine Arts Elementary School  
5100 206 St., Langley, 604-825-8864 (C) / 604-534-6045 (H)  
11AM

## Restaurants

### Langley

Sushi Ichi

9145 Glover Road, Langley 604-881-0168

Cham-Na-Mu (Korean Cuisine)

17-20349 88 Avenue, Walnut Grove (across from McDonalds!)

Empire Gardens Szechwan and Cantonese Chinese Food Restaurant

#100 20378 88 Avenue, Walnut Grove

Bubble Inn (Bubble Tea)

#2 8790 204 St., Langley 604-888-4270

Best Thai Food

5744 Glover Road, Langley 604-530-1020

Azumae

#207 20688 Eastleigh Crescent, Langley BC, 604-539-0981

Poseidon Greek Restaurant

20569 Fraser Hwy., Langley 604-534-3900

Miraku Japanese Restaurant

19888 Willowbrook Drive, Langley 604-533-7170

East India Grill

#146 19653 Willowbrook Drive, Langley 604-539-8114

Tokyo Sushi

23343 Mavis Road, Fort Langley, 604-888-3141

Mongolie Grill

19583 Fraser Hwy., Langley 604-532-0301

Japan Sushi

8840 210 St., Walnut Grove (near Blockbuster Video and Save-On Foods)

Flourishing Chinese Seafood Restaurant

20472 Fraser Hwy., Langley, 604-534-3335

Chan's Palace

7-20349 88th Ave., Walnut Grove 604- 888-8825

Kimchi Palace

6019 196 St., Langley 604-530-9690

Galini Greek Kouzina & Grill  
#101 19475 Fraser Hwy., Langley, 604-530-2881

Luxe Chinese Seafood Restaurant  
19653 Willowbrook Drive, Langley 604-530-8286

### **Vancouver**

Budapest Restaurant & Pastry Shop (Eastern European)  
3250 Main St., Vancouver 604-877-1949

Café Vasco Da Gama (Latin American/Caribbean Cuisine)  
2095 Commercial Drive, Vancouver 604-254-6191

Harambe (African Cuisine)  
2149 Commercial Drive, Vancouver 604-216-1060

Afro Canadian Restaurant (African Cuisine)  
324 Cambie St., Vancouver 604-682-2646

Afghan Horseman (Afghan Cuisine)  
202-1833 Anderson Street, Vancouver (near Granville Island) 604-873-5923

Rekados Grill (Philippine Cuisine)  
4063 Main St., Vancouver 604-873-3133

Take Thai Home  
1736 Commercial Drive, Vancouver 604-253-8424

Addis Café (African Cuisine)  
2017 Commercial Drive, Vancouver 604-254-1929

For more restaurant ideas, check out <http://www.dinehere.ca>

### **Hair Stylists**

Amaguru African Hair Gallery  
5107 Kingsway, Burnaby, (604) 438-4550  
[www.amaguru.com](http://www.amaguru.com)

Purple Head Quarter  
1160-3779 Sexsmith Road, Richmond, (604) 232-8108

**Ethnic Hair Salons cont'd**

Seri Hair World  
20257 Fraser Hwy., Langley, (604) 533-8851

Ashely's Hair Shop  
Burnaby, near Han-nam Korean Market  
phone number: 604)444-4909

## Sightseeing

### Out of Town Organized Tours

Club ESL is an affordable travel business designed specifically for ESL/International students in Vancouver and the lower mainland. Club ESL provides an excellent variety of trips at an affordable rate. These trips allow students to learn more about Canada, practice their English, and meet new people! The trips are guided by experience ESL teachers who facilitate conversation and fun. Club ESL Tours is committed to delivering customized tours to ESL students on a year-round basis, providing a truly ‘Canadian’ experiences on each tour, offering the best value for students, and providing consistently outstanding service.

For more information: <http://www.clubesl.com>

### Exploring Locally

- Fort Langley - A village just down the road that is quaint and full of history.
- Stanley Park – Walk, bike, or rollerblade along the Sea Wall.
- Granville Island – Enjoy tasty treats and purchase local crafts.
- Grouse Mountain – Ski, hike, or just take the gondola up and enjoy the view.
- Bowen Island – Take a short ferry ride from Horseshoe Bay for a perfect Saturday afternoon escape.
- Chinatown – Explore this historic part of town and try delicious food.
- Gastown – Wander through shops and cobblestone streets in this historic downtown area.
- Robson Street – Shop, shop, or just window shop on one of Vancouver's liveliest streets.
- Jericho Beach – Play volleyball or relax in the sun.
- Van Dusen Gardens – Stop and smell the roses in this beautiful oasis.
- Whistler – Visit this world-class ski resort with lots to do all year round.

### Top 10 Things to Do on a Budget

1. Check out the Vancouver Art Gallery on Thursday evenings (free admission)
2. Enjoy a walk along the beach in beautiful White Rock.
3. Wander around the Granville Island Market and admire the work of local artisans.
4. Check out the Richmond Night Market.
5. Stroll, rollerblade, or bike around the seawall at Stanley Park.
6. Grab a coffee at one of Fort Langley's many great coffee shops and people watch
7. Check out Golden Ears Park in Maple Ridge—the hike to the waterfall is beautiful and not too strenuous.
8. Physically fit? Do the infamous ‘Grouse Grind’ (a steep hike up Grouse Mountain.)
9. Splash the afternoon away at Walnut Grove Community Centre! It has one of the best pools around!
10. Cheer on your TWU Spartans! Soccer, Basketball, and Volleyball Games take place regularly at the TWU gym!







Prepared by International Student Programs  
Student Life Division  
Trinity Western University