




TRINITY WESTERN UNIVERSITY

International Student Handbook





Welcome to Trinity Western University (TWU). We're excited you're part of our University. As an international student, here are some important and helpful things you need to know:

CHECKLIST

Adjusting to Life in Canada

- ☐ Purchase sheets from the [TWU bookstore](#) if needed (if you live on campus, your dorm/apartment does not come with bedding).
- ☐ Enrol for [interim medical insurance](#) if you didn't do this before arriving in Canada.
- ☐ [Apply for MSP](#) on your first day in Canada.
- ☐ Get a bank account. This can be done online or in person at a local bank.
- ☐ Get a phone plan (if needed). This can be done online or in person at a local store.
- ☐ [Follow TWU's official Intercultural Programs department on social media](#) for updates on international student support and events.
- ☐ As an international student, it would be helpful to set up a mailbox at TWU, especially if you are planning to live on campus. For more information on how to set up a mailbox, send mail, and have items shipped to you, check out [TWU Mail and Courier Services](#).

Adjusting to Life at Trinity Western

- ☐ Pick up your student card from Student Life if you did not receive it during orientation week.
- ☐ Meet your academic advisor during orientation week.
If you missed this, contact advising@twu.ca to find out who your advisor is.
- ☐ Finalize your course selection online before the "add/drop" deadline.
Check the [academic calendar](#) for specific dates.
- ☐ Visit the [Learning Commons](#) website to see where you can get academic support.

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- ☐ **Got questions?** Visit the [TWU Student Portal](#) or submit a [helpdesk request](#).
 - ☐ If your question cannot be answered, please email icp@twu.ca.





Adjusting to Life in Canada



BEDDING

TWU's mattresses in dorms and apartments are twin size (38 x 75 inches). If you are staying on campus, remember to double-check the size of your sheets to these measurements before buying them.

BANK ACCOUNT

There are various banking options near Trinity Western University. We have put together a list of banks below for you to choose from. Make sure to do your research on each one to help you choose a bank that suits your needs the best.

BMO Bank of Montreal

Location: 9-6233 200 St, Langley Twp, B.C. V2Y 1A2

Distance from TWU: 15 minutes by car and 30–40 minutes by bus

Bus to take: 562 Langley Ctr (may need to transfer buses)

Contact: +1.604.533.5900

Canadian Western Bank

Location: 19915 64 Ave #100, Langley Twp, B.C. V2Y 1G9

Distance from TWU: 15 minutes by car and 30–60 minutes by bus

Bus to take: 562 Langley Ctr (may need to transfer buses)

Contact: +1.604.539.5088

CIBC Branch with ATM

Location: 20069 64 Ave, Langley Twp, B.C. V2Y 1M9

Distance from TWU: 15 minutes by car and 30–60 minutes by bus

Bus to take: 562 Langley Ctr (may need to transfer buses)

Contact: +1.604.532.6606

HSBC Bank

Location: 20045 Langley Bypass, Langley Twp, B.C. V3A 8R6

Distance from TWU: 15 minutes by car and 30–40 minutes by bus

Bus to take: 562 Langley Ctr (may need to transfer buses)

Contact: +1.888.310.4722

RBC Royal Bank

Location: 19888 Willowbrook Dr, Langley Twp, B.C. V2Y 1K9

Distance from TWU: 15 minutes by car and 30–60 minutes by bus

Bus to take: 562 Langley Ctr (may need to transfer buses)

Contact: +1.604.533.6800

Scotiabank

Location: 6189 200 St, Langley, B.C. V2Y 1A2

Distance from TWU: 15 minutes by car and 30–40 minutes by bus

Bus to take: 562 Langley Ctr (may need to transfer buses)

Contact: +1.604.514.5450

TD Canadian Trust Branch and ATM

Location: 8840 210 St #201, Langley, B.C. V1M 2Y2

Distance from TWU: 10 minutes by car and 20 minutes by bus

Bus to take: 562 Walnut Grove (no bus transfer needed)

Contact: +1.604.513.6200

For specific directions on how to get to certain banks and for more options of banks in the Langley area, download [Google Maps](#) on your phone. You can wait for the 562 bus at the bus stop on campus across the street from the Robert G. Kuhn Centre beside the gym parking lot. There are two 562 buses, one to Langley Centre and the other to Walnut Grove (opposite directions). Don't worry—the location will be displayed on the front of the bus alongside its number. If you need further help while taking transit, don't be afraid to ask for directions from the bus driver.

Setting up your bank account

Once you have selected a bank, the next step is to set up your Canadian bank account.

To open a Canadian bank account:

1. Go to the bank you've chosen
2. Tell them that you would like to open up a Canadian bank account
3. Bring two pieces of identification (ID)

For more information on the list of acceptable identification and specific details on how to open up a Canadian bank account as an international student, check out

[Opening a Bank Account in Canada](#)

PHONE PLAN

There are various phone service providers in the area with a wide range of phone plan options.

Whether you need a phone plan with data, wifi, or neither, check out these phone providers below to find the best phone plan that suits you.

- [Freedom](#)
- [Public Mobile](#)
- [Koodo](#)
- [Shaw](#)
- [Telus](#)
- [Fido](#)
- [Bell](#)
- [Virgin Plus](#)
- [Rogers](#)
- [Chatr Mobile](#)



CURRENCY IN CANADA

As you adjust to life in Canada, you will need to know how to spend your money. Below is the list of coins used in Canada and what they are called.

COINS

TOONIE

Two dollars (\$2)



LOONIE

One dollar (\$1)



QUARTER

25 cents (25¢)



DIME

10 cents (10¢)



NICKEL

5 cents (5¢)



BILLS

Five dollar bill (\$5)



Ten dollar bill (\$10)



Twenty dollar bill (\$20)



Fifty dollar bill (\$50)



One hundred dollar bill (\$100)



PREPARING & ARRIVING IN CANADA

PACKING LIST

Next, let's look at items to pack that will help you prepare for your time in Canada. The list below outlines important documents to bring with you and recommendations for your personal packing list.

Before leaving home, it is important that you have these important documents with you at ALL times during travel. Do not put them in your checked luggage.

A. List of Important Documents:

1. Valid passport
2. [Visitor visa](#) or [Electronic Travel Authorization \(eTA\)](#), if applicable to your case.
3. Study permit approval letter. This is also known as a letter of introduction.
4. TWU final acceptance letter.
5. Proof that you have enough money to support yourself while staying in Canada (e.g., bank statement, credit card statements).
6. Proof of medical insurance from home country or institution.
7. Official academic transcripts, detailed course descriptions, and class syllabuses in English or official translations into English from any institution you have previously attended, if applicable to your case.
8. TOEFL or IELTS score, if applicable.

To help ease the process, make a list of any important documents that are being sent separately before or after your arrival to Canada.

It is also wise to review the [Border Reminder Checklist](#) by the Canada Border Services Agency to ensure that you do not miss anything.

While important documents are necessary and important to bring with you, these personal items can also support your

B. List of Personal Items:

1. Appropriate clothing for fall, winter, spring, and summer seasons
2. Something that helps you feel close to home (e.g., pictures, music, books)
3. Dictionary of the English language and your language
4. Telephone card
5. Plug adapter for Canada, if needed
6. Small amount of Canadian cash, traveller's cheques, and credit card
7. International driver's license and/or valid driver's license, if applicable
8. Immunization and medical records
9. Bedsheets, pillow, and pillowcase (keep in mind that TWU only provides a bed frame with a mattress—you can purchase bedding at the Trinity Western Campus Store, in the city, or you can send some from home)
10. List of items that will arrive after you get to Canada if you are sending anything separately

How should you split your luggage? The list below suggests which items you should put in your carry-on and which items should go into your checked luggage.

C. Carry-on Luggage:

1. Travel documents
2. Address with postal code of where you will be staying once you arrive in Canada
3. List of emergency contacts in Canada or your home country
4. Booking confirmation for flights or other travel arrangements
5. Money (Canadian dollars, debit card, credit card)
6. Electronics (cell phone, camera, laptop, chargers)
7. Toiletries in appropriate sizes and packages (see [Liquids, aerosols, and gels](#)).
8. Power adaptor
9. Prescription medications in original containers (see [Travelling with medication](#))
10. One set of clothes to change during your travel

For more information on restrictions on carry-on luggage and how to pack for an easier time travelling through checkpoints, check out [The Government of Canada Carry-on Baggage Policy](#).



D. Checked Luggage:

1. All clothes and shoes needed for fall, summer, winter, and spring. The temperature in B.C. usually ranges from 0°C to 35°C.
2. Waterproof clothing for rain as it rains a lot here! (e.g., rain jacket, umbrella, rubber boots)
3. School backpack
4. School supplies, pens, pencils, and notebooks
5. Non-prescription medications, such as cold and stomach medications
6. Any household items you would like to bring with you, including toiletries

It is essential that you check the weight of your luggage before travelling as most airlines have weight restrictions.

To ensure that you are packing well, it is important to know that there are items that are prohibited (not allowed) in Canada. You should know these regulations well before arriving in Canada to ensure a smooth and stress-free journey. Visit [Canada Border Services Agency](#) and [Canadian Air Transport Security Authority](#) for more information.

TIP!

It is wise and helpful to have a digital copy of all your important documents before travelling, including the bio data page of your passport. This is the page of your passport with your photo on it.

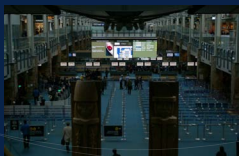
FINDING YOUR WAY THROUGH THE AIRPORT

Vancouver International Airport (YVR) is where most international students arrive in British Columbia. Before leaving home, it could be helpful to have a copy of terminal maps to help you find your way through the Vancouver airport. Click on [Terminal Maps](#) to download some maps!

For further help, follow the instructions below to know where to go once you arrive at Vancouver International Airport.

STEP 1: When you arrive at the Vancouver International Airport, you will need to follow the “All Passengers” signs to get to a Canada Border Service Agency (CBSA) officer.





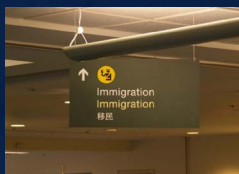
STEP 2: You will need to line up at the port of entry where you will prepare to see a CBSA officer. Make sure to have your documents ready as this will speed up your entry into Canada. The CBSA officer will ask for your travel documents and your Customs Declaration Card. Please do not hesitate to ask for an interpreter if you need help with translation.



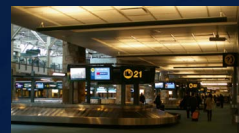
To make sure you have all the documents you need, visit the [Government of Canada Information for International Students page](#).



STEP 3: Next, you must get your study permit from Canada Immigration. This is where you will give the officer your study permit and approval letter.



STEP 4: After you have done this, you will go and pick up your luggage at the Baggage Claim section.



TRANSPORTATION SYSTEM CONTACTS

STEP 5: That is it! You have made it. Now get in line to leave the Vancouver Airport. Check out the different transportation system contacts (see below) that can take you from the airport to Trinity Western University.

Language Limousine: Consider this private shuttle company that can get you to TWU very quickly. language-limousine.com

Uber: Plan your transit to TWU ahead of time with [Uber](#).

Taxi: 604.272.1111 or 604.533.3333. When you step outside the airport, there are usually taxi services available.

Bus and Skytrain: If you are planning on taking the Skytrain and bus to TWU, take a look at [Translink](#) for bus schedules and maps.



FREQUENTLY ASKED QUESTIONS BY CBSA OFFICERS

The list below shows a sample of important questions that you may be asked by a CBSA officer when you enter Canada. It is essential that you answer ALL questions truthfully.

1. “How are you doing?”

TIP: This is how some Canadians say hello. Do not feel nervous with this question. It is asked to simply help you feel comfortable, so do not feel like you have to respond in a formal way.

2. “What are you planning to do in Canada?”

TIP: Study.

3. “Where are you planning to stay in Canada?”

Or “Where are you going?”

TIP: Share with the officer your accommodation. In your response, provide the address of where you will be staying and include a simple reason, such as “on campus at Trinity Western University,” “in a homestay,” “with family” or whatever your living situation will be.

4. “Have you ever been to Canada previously?”

TIP: Answer truthfully with a “yes” or “no.”

5. “Why did you choose this college/university in Canada?”

TIP: Share with the officer your program of study and a few things about Trinity Western University (e.g., “I wanted to attend a faith-based academic institution” or “TWU offered a program I am interested in,” etc.).

6. “Are you planning to work in Canada?”

TIP: Answer truthfully.





Schools Programs & Activities



RECREATION

Did you know that all TWU students have free access to the gym on campus? There are many activities and services available for you to join—either by yourself or with friends. Check out what TWU Recreation has to offer.

1. Open Gym

Bring your student ID to get free access to the David E. Enarson Gymnasium and its equipment. Find out about the [gym hours](#).

2. Fitness Classes

Join a fitness class for just three dollars! Classes happen Monday to Friday and include high-intensity interval training (HIIT), REFIT, circuit training, spin, pilates, stretching, and strength training. Find out more about [fitness class schedules](#).

3. Intramurals

If you love sports and making new friends, register for a recreational sports team with TWU Recreation. Intramurals (sports competitions just within TWU) include sports such as basketball, hockey, volleyball, flag football, E-sports, and multi-sport. Learn more about how to register for [TWU Intramurals](#).

4. Sport Clubs

Want to join a competitive sports team? Try out for one of the Spartan Sport Clubs, and have the chance to represent Trinity Western University. Sport clubs include men's hockey, men's basketball, women's soccer, co-ed volleyball, badminton, and agape dance. Find out more information about how to register for [TWU Sport Clubs](#).

5. Personal Training

If you want to get fit in the gym and don't know how, TWU Recreation can help with their personal trainers. You have the option of learning one on one from professional personal trainers, student-trained personal trainers, or in small groups of up to four people. For more information, check out [TWU Personal Training](#).

6. Well-being Programs

This is a free program to help you improve your wellness in areas such as sleep, nutrition, physical activity, and more. Programs include a workout buddy program if you want a peer to go to the gym with and an 8-week nutrition course. For more information and how to sign up, check out [TWU Well-being Program](#).

7. Open Bouldering Wall

Bouldering is a fun and exciting way to get in some great physical activity whether you're new to it or an expert climber. The TWU bouldering wall is free to all students, and climbing shoes can be rented at the gym's front desk. For more information, check out [TWU Bouldering Wall](#).

8. Special Events

Throughout the semester, TWU Recreation plans a variety of fun and active wellness activities for all TWU students, including the Colour Run, The Valley Cup, the Can-Am sports series, dodgeball and spikeball tournaments, and many more. Don't miss your chance to participate or watch the fun! Check out past events at [TWU Recreation Special Events](#).

9. Outdoor Club

The Outdoor Club calls for all adventure seekers, outdoor enthusiasts, and those who want to explore beautiful British Columbia. Join to get the chance to experience hiking, climbing, skiing, rafting, snowshoeing, and more. Check out their @twuoutdoorclub Instagram for more details.

10. Lendable Equipment

To help you keep an active lifestyle, TWU Recreation has free rentals of kayaks, basketballs, frisbees, spike balls, volleyballs, and more. For more information about rental procedures, check out [Recreation Equipment Rentals](#).

For more information about the above services and activities provided by TWU Recreation, check out [TWU Recreation](#).

HEALTH & MENTAL HEALTH SERVICES

The worst feeling is not knowing where to go when you are feeling sick. That is why the TWU Wellness Centre is here to help with your physical and mental health needs.

The TWU Wellness Centre offers free appointments to all students who need to see a doctor or nurse. Our services include usual checkups and treatment of acute and chronic illnesses, allergy shots, minor wound care, and immunizations. As a student, a doctor at the Wellness Centre can become your family doctor while you are at TWU. For more information on medical insurance information, services provided, and how to book an appointment, check out [TWU Wellness Centre](#).

Your mental health is important to us. The Wellness Centre also provides counselling services at a low cost to all students. If you are struggling with stress, anxiety, depression, eating disorders, or other aspects of your wellness, do not hesitate to book an appointment with one of our counsellors. For more information on group and individual counselling sessions, check out [TWU Wellness Centre](#).

The Well

We know that living and learning in a new environment is both exciting and stressful. To help reduce that stress, it's important to know where you can go to relax and find support in your adjustment to Canadian culture. That is why The Well exists. The Well is a free space filled with massage chairs, foot massagers, and other wellness activities to help you unwind and reset.

Located at the Douglas Centre, The Well is open to ensure your wellness is at its best. Whenever you need a break from studying or just a quiet space to relax, head over to The Well. You can check for The Well hours at [The Well](#). Also, don't forget to follow The Well's Instagram @thewelltwu.





WORSHIP SERVICES

Your spiritual health is part of your wellness, and throughout the week, TWU's chapel services and Sunday Night Alive (SNA) offer the perfect opportunity to nourish your soul and give praise to God. Find encouragement for your week through prayer, talks by inspiring Christian speakers, personal stories, Bible readings, and music.

To see the chapel schedule and find resources such as chapel podcasts, check out [TWU Chapel](#).

Need a Ride to a Church?

Want to go to church but don't have a ride? TWU has connections to churches in the Langley area that offer free bus shuttles to and from church.

1. Living Waters Church

The church offers a shuttle service from TWU to the church for the 11:30 a.m. service on Sunday mornings. The bus picks up TWU students in front of Mattson Centre at 11:10 a.m. and drops them off at TWU at 1 p.m. For more information, check out [Living Waters Church](#).

2. City Collective Church

The church offers a shuttle service from TWU to the church twice a month. The bus picks up students at 9:50 a.m. and returns to campus at 12:15 p.m. on Sundays. To keep up to date with when the next bus will come, follow @citycollectivechurch on Instagram. Feel free to also check out their website at [City Collective Church](#).

The majority of TWU students attend [North Langley Community Church](#) (NLCC), [Christian Life Assembly Church](#) (CLA), and [Living Waters Church](#). If you would like to explore other churches in the Langley area, check out [this list of churches](#).

DISCIPLESHIP GROUPS

When you join a discipleship group, you spend time studying the Bible together with friends, growing in your understanding of God while developing meaningful relationships. Small groups meet once a week and typically consist of five to ten people. There are international, women's, men's, and co-ed groups. Share a meal, make new friends, and discover more about Jesus each week. To find the best fit for you, visit [Discipleship Ministries](#).



TWU PEER MENTORSHIP PROGRAM

The mentorship program at TWU is open to all students in their first or second year. Get paired up with a student in their third or fourth year for support and adjustment to university life. As an international student, being paired with a peer mentor can help ease your transition into Canadian culture and connect you with some local students and friends. For more information and how to sign up, check out.

FINANCIAL RESOURCES & JOBS

Financial Resources

TWU has resources to help you financially manage your studies. We offer financial aid and a variety of scholarships every academic year.

To find out if you are eligible for financial aid, check out [Undergraduate Financial Aid and Awards](#).

There are various scholarships specifically for international students. To apply for financial aid and find out what scholarships you are eligible for, go to [TWU Financial Aid](#). If you are in graduate studies, find out whether you are eligible for financial aid and scholarships at [Graduate Financial Aid and Awards](#).

It is also important to keep up to date with your financial statement so that you do not get a hold on your account. To ensure that you are up to date with your tuition payments, check your financial statement in your [TWU Student Portal](#). Don't forget to click the update link before opening your financial statement so that you see your most recent payments. For more information about finances, taxes, and accepting rewards and scholarships, check out [TWU Finances](#).

Paying For Tuition

As an international student, TWU recommends you pay for your tuition through Flywire for a secure and easy payment process. However, other methods of payment are also available to you. Check out [Payment Methods](#) to find a payment process that suits you best!

The Office of the Registrar is also open for any of your finance questions. You can send in a help desk request form at [TWU Client Portal](#) by clicking on "Request Service."



Find a Career

Finding a job as a student can help you support yourself while in school and broaden your work experience in Canada.

1. To find out about on-campus jobs for students like you, take a look at [TWU Employment Opportunities](#).
2. There is also the option of working off campus. To explore job opportunities in the Langley area, visit [Indeed](#) and [Job Bank](#).
3. Are you seeking a job opportunity where you can obtain employment skills and also develop as a leader? TWU offers paid student leadership positions in a variety of departments and areas on campus that allow students like you to grow personally and develop employment skills that are most sought after in the workforce. To learn more about these positions and eligibility to apply, visit [TWU Student Leadership](#).

Centre for Calling & Career Development

At TWU, we are passionate about helping you find and love your professional calling. There are limitless opportunities offered at TWU that will help you explore what you love most. Visit our [Centre for Calling and Career Development](#) or book an appointment and connect with one of the [career coaches](#) at TWU. They have great resources that can help you design a job-search strategy, review your resumé, and set up a LinkedIn account.

Travel & Learn

TWU offers internship opportunities every fall and spring semester in Ottawa, Canada through the Laurentian Leadership Centre. Over 80% of alumni who go through these internships are able to secure a job in Ottawa after graduation. If this opportunity interests you, see [The Laurentian Leadership Centre](#) for more information.

TWU also offers you the chance to go global with your degree and spend a semester abroad. Currently, TWU has study abroad programs in Nashville, Los Angeles; Washington, D.C., the Middle East, Uganda, and the U.K. If this interests you, check out [Global Education](#) for more information.



Where To Go If You Need Help

If you have a problem with technology, housing, maintenance, Moodle and WordPress, or need help from Admissions or the Office of the Registrar, you can send in a request for assistance with our [Service Hub](#). This can be done online or by visiting them in person in the Reimer Student Centre. For all general inquiries, please submit a [helpdesk request](#).

Dorms

Moving into dorms comes with the excitement of living independently and making new, meaningful friendships. However, it can be a little stressful if you don't know what your living space looks like. The videos below give you a peek into what your living space will look like depending on the building you have chosen.

Let's first take a look at the different types of dorms TWU offers through [Introduction to Dorm Tours](#).

TWU offers three different options of dorms: standard, premium, and economy. You can find out the prices of dorms and apartments at [TWU Housing Styles and Cost](#).

Dorm Videos

[Skidmore Hall](#) – Premium

[Douglas Hall \(Women\)](#) – Economy

[Douglas Hall \(Men\)](#) – Premium

[Douglas Hall \(Men\)](#) – Economy

[DeVries Centre](#) – Economy





IMPORTANT Locations on Campus

ROBERT G. KUHN CENTRE

- Global Lounge – Casual lounge for all students (local, international, commuters and residents) to study, relax, eat or hang out

DOUGLAS CENTRE

- TWUSA – Free coffee, printing, and a place to hang out
- Wellness Centre – Place to receive health care
- Westcoast Collegium – Casual lounge for commuting students
- Lower Cafeteria – Café where you can order food or sit and have a meal

MATTSON CENTRE

- Office of the Registrar – Make your tuition payments here
- TWIT – Get help with your computer/phone issues
- Financial Aid – Financial support from TWU for local and international students

MARLIE SNIDER COLLEGIUM

- Casual lounge for commuting students

REIMER STUDENT CENTRE

- TWU Campus Store – Purchase textbooks, pick up online orders (such as Amazon), and send/receive mail
- Bookstore Café – Place to order food or sit and have a meal
- Main Cafeteria – Dining area where you can have your daily meals
- Shipping/Receiving – Pick up large shipped items here

LIBRARY

- Learning Commons – Space for you to get academic support from advisors and coaches

POTENTIAL CLASS LOCATIONS

- Robert G. Kuhn Center (RGK)
- Robert N. Thompson Centre (RNT)
- Neufeld Science Centre (NEU)
- Music Building
- Vernon Strombeck Centre (STR)
- DeVries Centre
- David E. Enarson Gym



CAMPUS MAP



- | | | | |
|------------------------------|------------------------------|---------------------------------|----------------------------|
| 1 Campus Operations | 11 Fosmark Centre | 21 Music Centre | 31 Skidmore Hall |
| 2 Campus Safety & Parking | 12 Fraser Hall | 22 Neufeld Science Centre | 32 Sports Court |
| 3 CanIL Harvest Centre | 13 Graduate Collegium | 23 Norma Marion Alloway Library | 33 Stanley Nelson Centre |
| 4 Catholic Pacific College | 14 Grounds Department | 24 Pool House | 34 Strombeck Portable |
| 5 David E. Enarson Gymnasium | 15 Hanson Garden Chapel | 25 Portable 1 & 2 | 35 Trinity Commons |
| 6 DeVries Centre | 16 Jacobson Hall | 26 Reimer Student Centre | 36 TWU Amphitheatre |
| 7 Douglas Centre | 17 Jordan Thiessen Courtyard | 27 Robert G. Kuhn Centre | 37 Ubuntu Pavilion |
| 8 Douglas Hall | 18 Marlie Snider Collegium | 28 Robert N. Thompson Centre | 38 Vernon Strombeck Centre |
| 9 Field House | 19 Mattson Welcome Centre | 29 Robson Hall | 39 West Coast Collegium |
| 10 Fire Pump House | 20 McMillan Hall | 30 Seal Kap House | |

- Parking
- Parking Meter
- Campus Information
- Bell Tower
- Bus Stop
- Wellness Centre
- Amazon Locker
- Trail Entrance





LOCATIONS IN LANGLEY

FORT LANGLEY

Visit museums and art galleries, take a walk near the river, enjoy nature, and treat yourself to unique cafés, restaurants, and shops. This beautiful, historic community is only four kilometres from TWU.

WALNUT GROVE

Take advantage of shopping plazas, a community centre, and parks. Only seven kilometres northwest, Walnut Grove is a pleasant neighbourhood offering convenience and recreation.

DOWNTOWN LANGLEY

Join the fun at festivals, exhibits, and live music events only seven kilometres southwest of TWU. With over 500 shops, services, and restaurants to explore, Downtown Langley has something for everyone.

WILLOWBROOK SHOPPING MALL

Not far from Downtown Langley, this mall has over 150 stores and services. Shop for clothing, shoes, sporting goods, mobile phones, or anything else you need—and grab a bite at the food court or at one of the restaurants.

-  STORES/SUPERMARKETS/PHARMACIES
-  SHOPPING MALL  MOVIE THEATRE
-  BANKS  BUS STATION  BUS LINE
-  1 TWU BUS STOP  2 CARVOLTH EXCHANGE
-  3 LANGLEY CENTRE EXCHANGE



STORES/SUPERMARKETS/PHARMACIES

Superstore

Address: 19851 Willowbrook Dr, Langley Twp, B.C. V2Y 1A7

Distance from TWU: 15 minutes by car or 30–40 minutes by bus

Pharmacy: Yes

Bus to take: 562 Langley Ctr (Transfers needed at Langley Centre)

Walmart

Address: 20202 66 Ave, Langley Twp, B.C. V2Y 1P3

Distance from TWU: 10 minutes by car or 30–60 minutes by bus

Pharmacy: Yes

Bus to take: 562 Langley Ctr (Transfers needed at Langley Centre)

Save-On-Foods

Address: 8840 210 St, Langley Twp, B.C. V1M 2Y2

Distance from TWU: 10 minutes by car or 20 minutes by bus

Pharmacy: Yes

Bus to take: 562 Walnut Grove (No transfers needed)

Save-On-Foods

Address: 20255 64 Ave #1, Langley Twp, B.C. V2Y 1M9

Distance from TWU: 10 minutes by car or 30–60 minutes by bus

Pharmacy: Yes

Bus to take: 562 Langley Ctr (Transfers needed at Langley Centre)

Lee's Market

Address: 23320 Mavis Ave, Langley Twp, B.C. V1M 0E8

Distance from TWU: 5 minutes by car or 15 minutes by bus

Pharmacy: No

Bus to take: 562 Walnut Grove (No transfers needed)

Shoppers Drug Mart

Address: 20159 88 Ave Bldg F, Unit 102, Langley Twp, B.C. V1M 0A4

Distance from TWU: 10 minutes by car or 40 minutes by bus

Pharmacy: Yes

Bus to take: 562 Walnut Grove (No transfers needed)

CULTURAL GROCERY STORES IN LANGLEY

If you are craving Chinese and other Asian snacks and foods, check out:

T&T Supermarket

Address: 19705 Fraser Hwy Unit 100, Langley Twp, B.C. V3A 7E9

Distance from TWU: 15 minutes by car or 30–40 minutes by bus

Pharmacy: No

Bus to take: 562 Langley Ctr (Transfers needed at Langley Centre)

Craving some Indian and other Asian snacks and foods? Check out:

Fruiticana

Address: 7228 192 St, Surrey, B.C. V4N 5Y4

Distance from TWU: 12 minutes by car or 50 minutes by bus

Pharmacy: No

Bus to take: 562 Langley Ctr (Transfers needed at Langley Centre)

Craving some Korean and other Asian snacks and foods? Check out:

H-Mart Langley

Address: 19555 Fraser Hwy, Surrey, B.C. V3S 6K7

Distance from TWU: 15 minutes by car or 30–60 minutes by bus

Pharmacy: No

Bus to take: 562 Langley Ctr (Transfers needed at Langley Centre)

Food Services in Langley

If you're too hungry or tired to find food, ordering a meal is another option. There are various food services in the area that deliver meals or a snack for a low cost. Make sure to download the app so that you have easy access to food services in the Langley area like SkipTheDishes and UberEats.

Need fresh food but don't have the time to go grocery shopping? Don't worry, you can order fresh groceries from Hello Fresh! The package also comes with recipes that you can try. Find out more at [Hello Fresh](#).



Sodexo

TWU also offers meal plans for all students on campus. If you are planning to live in dorms, it is mandatory that you register for a meal plan on campus. To see the options and costs for a TWU meal plan, visit the [TWU Sodexo Meal Plan](#).

Having a TWU meal plan allows you to access food at the Main Cafeteria, Starbucks and, the Bookstore Café. Flex dollars also come with your meal plan, which allows you to spend money at these food locations on campus.

BUS STATION & BUS LINE

If you are planning on using public transit as your main mode of transportation, bus number 562 will be the bus you will take often. You can wait for this bus at the bus stop on campus across from the Robert G. Kuhn Centre.

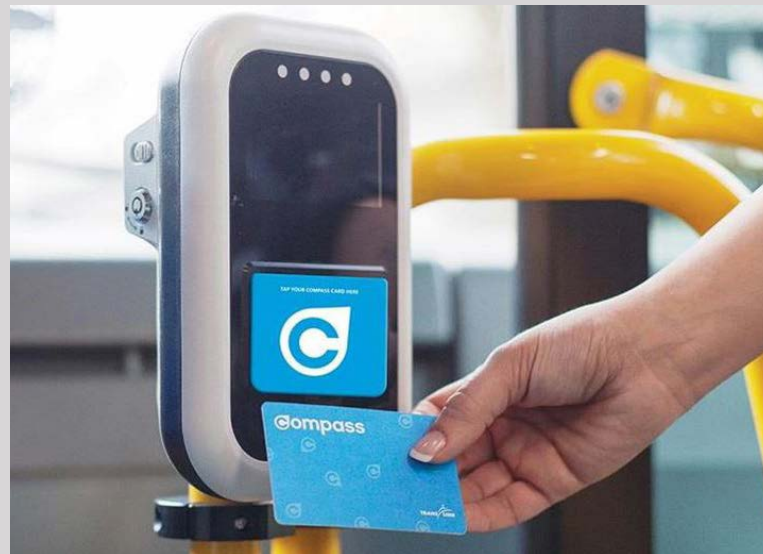
It is important to note that there are two 562 buses. One goes to Walnut Grove and the other one goes to Langley Centre. Take the 562 Langley Ctr bus if you are going to:

- The banks
- Main grocery stores
- Bus Connections at Langley Centre

Take the 562 Walnut Grove bus if you are going to:

- Fort Langley
- Lee's Market, Save-On-Foods, or Shoppers Drug Mart

To check for specific bus times and directions, we recommend that you download Google Maps as an app on your phone.



Paying for Public Transportation

If you plan on using British Columbia's public transportation system regularly, it's a good idea to purchase a [Compass Card](#) (monthly/yearly). If you only need to use public transportation once in a while, you can also pay by [contactless payment](#) using a debit or credit card.

A Compass Card can be used all over the Lower Mainland on buses, SkyTrains, and SeaBuses. This may help if you are planning on exploring Vancouver and other cities near the Langley area.

To pay for your ride, simply tap your Compass Card (or your debit or credit card if you don't have a Compass Card) at the payment area on the bus (usually by the doors near the bus driver). One tap when you get on the ride is all you need.





Other Modes of Transportation

Sometimes getting around by bus is not always the most convenient. There are other modes of transportation that may be more suitable for you. Here are some suggestions.

Uber – This is a car ride service that operates 24/7. All you have to do is download the Uber app and create an account to request a ride. You can also request a ride immediately or schedule a ride for later.

Bike – The Trinity Western University Student Association (TWUSA) has bikes available for you to rent for free! If this interests you, drop by the TWUSA lounge located in the Douglas Centre to ask for bike rental availability.

Carpooling – This is when many people who want to go to the same place choose to go together in one car. Students carpool all the time at TWU. If you are travelling to the same destination as another TWU student, do not be afraid to ask to carpool with them!

Purchase your own car – If you would like to drive, visit the Insurance Corporation of British Columbia ICBC for information and the process of how to legally drive in British Columbia. You can check online for more information at [ICBC](https://www.icbc.ca).

The closest ICBC from Trinity Western University is a 30-minute bus ride from TWU.

ICBC

Address: 19950 Willowbrook Dr j7, Langley Twp, B.C. V2Y 1K9

Distance from TWU: 15 minutes by car or 30 minutes by bus

Bus to take: 562 Langley Ctr (Transfers needed at Langley Centre)

Phone: +1.800.950.1498



Ways to get Connected

There are many ways to meet new people at Trinity Western University, such as participating in our intercultural programs. These include:

- Intercultural Events – Come join the various cultural events that TWU hosts every year, including dance workshops, karaoke nights, and cultural festivals.
- Global Connections Club – Make friends with other international students and TCK/MKs.
- Community Dinners – Are you “culturally hungry”? Learn how to cook delicious meals from various cultures, and discover more about their rich history.
- Cultural Clubs – Get involved with the various culture clubs on campus. These clubs get together to hang out, run activities in the community, and promote their culture.

To participate in any of these intercultural programs and find out more, follow [@twuicp on Instagram](#) or email icp@twu.ca.





POPULAR TERMS AT TWU

GEO – Global Engagement Office

The department dedicated to helping make TWU a global university.

ICP – Intercultural Programs

Programs dedicated to helping international students bridge into the TWU community.

GO – Global Outreach

Local and overseas missions trips.

TWIT

Trinity Western Information Technology:
The department dedicated to helping you with technology issues (computer/phone.)

RD – Resident Director

The person in charge of making sure your entire dorm is safe and comfortable.

RA – Resident Assistant

The person who can connect with you on a more personal level and help you feel at home in your dorm.

CF – Community Facilitator

The event planner for your dorm.

CFA – Community Facilitator Assistant

Helpful event planners for the community facilitator.

LC – Lower Cafeteria

A place to order food or sit and have a meal.

TWUSA – Trinity Western University Student Association

Our student association dedicated to helping students build community with one another.

TWUGSA – Trinity Western University Graduate Student Association

Our graduate student association dedicated to helping students build community with one another.

Spartans

Our athletic teams and athletes.

“11:07”

A hilarious weekly comedy improv show put on by fellow students.

“The Back 40”

A beautiful hiking trail on Trinity Western’s grounds.

There are many other popular terms and acronyms at TWU.
To see the full list, [check out this page](#).



MEDICAL INSURANCE Q&A

Who is medical insurance for?

Everybody living in British Columbia longer than six months requires insurance.

Do I need medical insurance as an international student?

Yes. Every international student in Canada is required to have medical insurance. This is called MSP (Medical Services Plan).

Why is medical insurance important?

If you get sick, injured, or need surgery and go to the hospital or clinic, you will need medical insurance so that you can get reimbursement for medical services, which can be very expensive.

What is MSP and how does it work?

On your first day in Canada, you should apply for MSP. This can be done online. To find out more about how to access MSP, [visit this website](#) for further instructions or contact the [Service Hub](#) if you have specific questions.

For temporary medical insurance, students are automatically enrolled through the Office of the Registrar, so they don't need to enrol themselves. This will cover their first three months at TWU.

How can I receive the MSP documents in the mail after I have applied?

MSP is mandatory for all residents living in B.C. longer than six months, so it is important that you register right away.

When you apply for MSP, use the following address:

Mailbox 9

22500 University Dr

Langley BC

Canada V2Y 1Y1

ADDITIONAL TIPS

For International Students

PROTECTING YOURSELF AGAINST SCAMS

Somebody called, emailed, or texted me saying that I'm in trouble, I owe money, I'm involved in a crime..., etc.

In Canada, thousands of international students are targeted each year with something called a "scam." Scams are ways for bad organizations or individuals to steal students' identity and their money. They will contact students pretending to be a government worker, police officer, embassy, or the bank and very often ask for personal information or money.

In order to protect yourself from being the target of a scam, please refer to link to PDF for further information. If you are still unsure about whether you have been targeted with a scam, please contact icp@twu.ca.

I have questions about study permits, work permits or immigration.

We understand that many international students have questions about study permits, post graduate work permits (PGWP), and working while taking classes. Please refer to Canada's Immigration and Citizenship page for basic information. TWU also hosts Zoom seminars regarding PGWP for international students in order to answer any questions students might have. If you need to get connected with a licensed immigration advisor for further questions, please submit a [helpdesk request](#).

How can I make friends, get involved, and build community?

We would recommend participating in our Intercultural Programs, visiting a collegium (for commuters, or attending regular campus events. Dorms and apartments will also have lots of fun activities if you live on campus. You can talk to your resident assistant about what events are upcoming.

I'm feeling anxious, homesick, or disconnected.

We understand that coming to a new country can be a difficult transition. You may experience culture shock, anxiety, tiredness, homesickness, or disconnection from others. However, we are here to support you during these experiences. We recommend going to our Wellness Centre, which has lots of great resources for international students. You can also reach our Intercultural Programs team that has TWU student leaders from all around the world who are dedicated to supporting and serving international students.

Who should I speak to if I'm not doing well in my classes?

Your first step should be to speak directly to your professor. In Canada, it is very common and normal for students to connect with their professors one on one to ask about how they can improve. You can also book an [academic advising appointment](#).

I have questions about my degree and/or which courses to take.

If you are a new incoming student, you can reach out to your admissions counsellor to assist you with course registration. If you are a current student, you can book an [academic advising appointment](#).



If you need a place to study, relax, cook, or hang out, visit the Global Lounge—a beautiful space for all students to enjoy. Grab a coffee, meet a friend, and enjoy this space designated just for you. This is an open space for all students to use.

GLOBAL LOUNGE

Robert G. Kuhn Centre (1st floor – main entrance)

Want to find out what cultural events are happening in the Global Lounge?

GET CONNECTED WITH US!



facebook.com/twuicp



[twuicp](https://www.instagram.com/twuicp)



icp@twu.ca



