

International Student Program

Pre-Departure Handbook 2024-2025



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Welcome to Burnaby

The International Education Office welcomes you to the Burnaby School District.

This handbook will provide you with valuable information and general guidelines concerning your program. Please read this handbook carefully as it addresses many questions commonly asked by international students coming from overseas.

We wish you an enjoyable and successful experience in Burnaby.

Angela Ferraro
Managing Director – International Education

Burnaby School District

As one of the largest school districts in British Columbia, Burnaby's 8 secondary schools and 41 elementary schools provide students with a wide range of programs and possibilities.

All Burnaby schools are accredited by the British Columbia Ministry of Education and are led by highly qualified teachers and administrators. An extensive number of programs and facilities give students the opportunity to explore a multitude of interests.

Burnaby's focus on academic excellence and student involvement beyond the classroom is reflected in our student's success. Many Burnaby students have achieved local and national recognition in the performing arts, competitive sports, and academic achievement. A high percentage of Burnaby students earn scholarships and successfully enter university.

International Student Program

The International Student Program is responsible for the enrollment and support of international students in a Burnaby school. It is not a separate educational program, as international students are integrated into regular classes alongside Canadian students. In addition, international students receive intensive English language training. As international students are integrated into the regular school environment, they will truly have a Canadian educational experience. There is an extensive support system for Burnaby students.

International Education Office

The International Office is located at the District's Board Office, just off Canada Way between Willingdon and Boundary. The International Office manages the International Student Program. It processes applications, places students in a Burnaby school, and provides added support to international students and their families.

If you need assistance, please do not hesitate to contact the International Education Office at:

Telephone: 604-296-6903
Fax: 604-296-6913
Address: 4054 Norfolk Street
Burnaby, BC V5G 0C3

Website: www.studyinburnaby.ca
Email: international@burnabyschools.ca

Office Hours: 8:30 am to 4:00 pm

Getting Ready

Once you receive a letter of acceptance from the Burnaby School District, there are many things that you need to do to prepare yourself for a rewarding experience. The following is a short list of things to consider.

Learn more about where you are going: It is important to take time to learn about our city and province. The more you learn about Burnaby and the surrounding areas, the more you will appreciate the experience and the faster you will adjust to your new surroundings.


<http://www.burnaby.ca>

<http://www.hellobc.com>

Learn more about your school: Each Burnaby school has its own website. Review your appointed school's website to learn about all the opportunities your school offers. Take the virtual tour. Note the address and contact numbers for your arrival in Burnaby.

<http://www.studyinburnaby.ca>

Also check out the Facebook Study In Burnaby page with lots of pictures of events, activities, school facilities, etc.

 <https://www.facebook.com/studyinburnaby>

 [Study In Burnaby \(@studyinburnaby\) • Instagram photos and videos](#)

 <https://www.youtube.com/c/StudyinburnabyCanada>

Make sure your passport is in order: You will need your passport to enter Canada, as well as for other things like banking. It sometimes takes quite a while to obtain a passport, so be sure to apply early. We recommend that you make several photocopies of your passport and leave one at home with your family.

Obtain a Study Permit: You will need a Study Permit in order to start school if you have been accepted to a program longer than 6 months.

To apply for a Study Permit, you need to first obtain the Burnaby School District Letter of Acceptance. For details of how to apply online and processing times please visit the Government of Canada website at www.cic.gc.ca.

Book your flight: Investing time into booking a flight is worthwhile. If you begin your search early enough, you are more likely to find a special seat sale.

Buy additional health/travel insurance: The International Education Office will organize health insurance for you, which comes into effect on August 15 for September intake and January 15 for February intake. You will need to purchase travel insurance at home for your trip to Canada and for any extra days you are in Canada prior to the above dates.

Confirm your accommodation: If your homestay was arranged through our homestay partner, Langara College Homestay, you should confirm with them your homestay information as well as the date and time for the homestay orientation.

Read this guide and bring it with you to Canada.



Climate & Clothing

Temperatures will range from -5°C to 10°C during the winter (December to February) and up to 30°C during the summer (June to August). The spring months (March to May) are especially pleasant with temperatures averaging about 20°C . Although Burnaby is warm early in the Fall (September to November), it still receives a fair amount of rain. Bring a raincoat and umbrella!



Since there are many interesting mountains and trails nearby, you may also wish to bring clothing appropriate for hiking. If you like to ski or would like to try skiing, bring clothing suitable for skiing, as mountains which are located only minutes away from Burnaby receive snow in the winter. You will also be able to purchase this type of clothing in Burnaby if it is not available in your home country.



Students dress casually for school and when going out with friends (for example, jeans, a casual shirt, and running shoes). You will also want to bring a dressy outfit with you for special school events.



International Student Orientation

We hold orientation the week before the start of school. Orientation is important and it is mandatory participation.

It is especially important to check your email that we have on file from your application to Burnaby School District

Prior to orientation we will send you an email with an appointment to do an English language assessment

This year's orientation schedule will be posted on the International Student Program website. <https://www.studyinburnaby.ca/resources/orientation/>

International Student Orientation Week provides new international students to the district with an overview of the International Student Program and the City of Burnaby. During orientation week, you will:

- receive an overview of Burnaby, the school district, and the International Student Program services, procedures, and regulations.
- complete necessary paperwork, including your application for health insurance.
- receive in person orientation of your appointed school. If you are a secondary student, you will also meet with a counselor to organize your course schedule.



First day of school/ Arriving at school:

Please bring:

- Your emergency contact phone numbers.
- A copy of your most recent school transcripts

Your first day of classes after the orientation will be on **September 3rd, 2024**

Services for International Students

Burnaby schools offer a number of services, including:

- Student Counselors: Counselors help students adapt to a new school and assist in planning their education program.
- Youth Workers: Youth Workers help students adapt to their school environment as well as resolve any possible student issues.
- Community Health Nurse: Nurses help students with health concerns.
- RCMP School Liaison Officer (secondary only): In Canada, an RCMP officer is appointed to secondary schools to ensure the wellbeing of students and to provide guidance.
- Career Preparation and Work Experience Office (secondary only) – This office assists students in exploring their career goals and coordinating volunteer work experience opportunities.

As we understand the added challenges international students may experience in studying abroad, you will be provided with the following additional services.

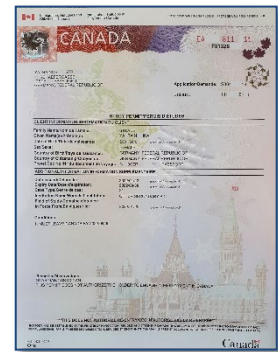
- **International Student Assistant (ISA)** – This person is based in your school and is there to *support you*. If you have any questions or concerns, they are there to help you. **They are your main support.** This person will also travel to our elementary schools to assist parents of elementary students.
- **Vice-Principal / Principal** in charge of international students – Each secondary school has a Vice Principal who has been selected to provide added support to international students. At the elementary level, the Principal is personally responsible for international students.

NOTE: During the first week of orientation, you will meet the Vice-Principal in charge of international students and the International Student Assistant (ISA).

- **International Education Office** – While your main support is your school's International Student Assistant, the International Education Office staff are also available to assist you, your custodian, and overseas parents.
international@burnabyschools.ca
Telephone: 604-296-6903
- **Health insurance** – The International Education Office organizes health insurance for international students. The health insurance begins August 15/January 15, before orientation, and is cancelled when a student is no longer enrolled in the district's International Student Program or when BC Health coverage (MSP) starts. (See page 6)
- **Homestay** – The International Education Office works closely with Langara College Homestay Placement Program to place students with host families in Burnaby. Students can enroll in the district's homestay program any time throughout the school year.



- **Study Permits** – Students’ custodial guardians are responsible for assisting students in extending their Study Permit. To assist you, there are registered Immigration Consultants in Burnaby. Burnaby staff is now not permitted to assist, according to a new Canadian law.
- **Graduation Information and Guidance** - in Canadian public secondary schools, students have access to dedicated full-time certified counsellors. The school Counsellors are trained to support students with their course scheduling and program planning for post-secondary options. In addition, they support the students’ overall well-being being by assessing students’ needs and offering support through referrals to appropriate resources both within and outside of the school.
- **SAT Preparation Workshops** – Burnaby arranges a series of workshops, at a highly subsidized cost, for students wanting to prepare to write these exams. Information on how and when to register will be provided at your school.



Liaising with parents – the International Education Office works hard to keep parents informed of their child’s progress. Students and custodians (or parents residing in Burnaby) have access to their child’s report cards, schedule and attendance on the MyEdBC portal <https://myeducation.gov.bc.ca/> starting from secondary school.

- Pool of translators – the International Education Office works with a pool of multilingual translators. Some of the languages spoken by the translators include Korean, Mandarin, Cantonese, Thai, Japanese, Vietnamese, Spanish, French and Portuguese.



Your School

- **Semester Schools: Burnaby has 4 semester schools and 4 linear schools.** In a **semester school**, students take four courses from September to January and then another four from February to June (total of eight courses). Whereas in a linear school, students will take the same eight courses from September to June.
- **School Calendar:** The following provides you with an overview of the school calendar for the coming year:

DESIGNATION	2024-2025
Labour Day (holiday)	Sept 2
Schools open	Sept 3
National Day for Truth and Reconciliation	Sep 30
Thanksgiving Day (holiday)	Oct 14
Remembrance Day (holiday)	Nov 11
Schools close for Winter vacation	Dec 21
Winter vacation period	Dec 23- Jan 3
Schools reopen after Winter vacation	Jan 6
Family Day (holiday)	February 17
Spring vacation period for students	March 15
Schools close for Spring vacation	March 17 to March 28
Schools reopen	March 31
Good Friday (holiday)	April 18
Easter Monday (holiday)	April 21
Victoria Day (holiday)	May 19

- **Student Services:** In addition to the services for international students that are mentioned above, normally in each school you will have access to: counselors, youth workers, community health nurses, career preparation and work experience counselors (secondary only), peer mentoring programs, after-school tutoring and homework clubs and pre-school childcare (at select elementary schools).



- **Facilities:** Each of our secondary schools are equipped with art studios, cafeteria, computer labs, dance studio, two gymnasiums, home economics labs, information technology labs, industrial technology labs, library, music room, photography studio, school stores, science labs and weight room. Elementary schools are normally equipped with gymnasiums, library, music and art rooms, and computer labs. Some elementary schools offer a Hot Lunch Program.



- **Clubs and Sports:** Burnaby schools offer a variety of clubs and sports teams. We encourage international students to take advantage of these activities to support their English language development and to make friends. Within the first few weeks of school, your International Student Liaison teacher will give you a list of what clubs or teams you can join.



Your Academic Program

Secondary Program

During orientation you will have an opportunity to visit your school and meet with a counselor to arrange your courses. Depending on your English language capabilities, you will be placed in courses alongside local students. You can choose from a range of core academic subjects and several specialized electives as you progress through your secondary studies.

For highly motivated students, Burnaby Schools provide an extensive number of Honours and Advanced Placement (AP) courses. You must qualify for entrance into these courses. Students who complete Advanced Placement courses may be eligible for first year credit when entering a university. The prestigious AP Capstone Diploma program is also offered at Burnaby North and Burnaby South for top academic students.

Most international students require English language training, which is referred to as English Language Learning (ELL) program (*previously known as English as a Second Language (ESL) program*). Students complete ELL courses as well as regular academic courses suitable for their English language level. Each school offers three levels of ELL courses: beginner, intermediate and advanced. The following provides a typical course plan for students completing both ELL and regular academic courses.

Normally, beginner ELL students receive approximately 12 hours of ELL per week, intermediate 9 hours, and advanced students 3 to 6 hours.

Students in the ELL program are tested at points throughout the school year to provide them with the opportunity to move to the next level, if the teacher feels that they are ready.

Beginner	Intermediate	Advanced
Eight courses as follows: 1. ELL I 2. ELL I 3. ELL I 4. ELL I 5. Math 6. Physical Education 7. Arts (art, drama, dance, and music) 8. Applied Skills (e.g., computers, home economics)	Eight courses as follows: 1. ELL II 2. ELL II 3. ELL II 4. Science 5. Math 6. Physical Education 7. Arts (art, drama, dance, and music) 8. Applied Skills (e.g., computers, home economics)	Eight courses as follows: 1. Adapted Social Studies 2. Adapted English 3. Science 4. Math 5. Physical Education 6. Arts (art, drama, dance, and music) 7. Applied Skills (e.g., computers, home economics) 8. Elective

Elementary Program

The academic aim of our elementary schools is to begin developing students' intellectual and interpersonal capabilities, while instilling a lifelong love for learning.

In elementary school, students normally study: Language Arts (English), Social Studies, Sciences, Mathematics, Technology, Fine Arts (Art, Music, Drama) and Physical Education.

As an international student, you will be integrated into regular classes along with local Canadian students. You will receive additional English language training referred to as English Language Learning program (ELL). The elementary program has three levels of English language training: Beginner, Intermediate and Advanced. The amount of English language training you receive depends on your English language level. Normally students receive one to six hours of ELL training. The amount of time widely varies as programs are individualized to meet each student's unique needs.

Each Burnaby elementary school organizes its ELL program differently, depending on the number of ELL students and their level of English. An ELL teacher will either go into your classroom during the school week and provide added assistance, or students are pulled out each week for a separate ELL class.



Summer Programs

The district runs an extensive summer program. This gives you the opportunity to complete both credit and non-credit courses over the summer. Summer credit courses are intensive. Therefore, we recommend international students to take no more than one credit course over the summer. Normally in April information on summer courses will be posted on the district's website <https://burnabyschools.ca/summersession>

Registering for the Following Semester or Year

Students registered until the end of June: In December, a notice will be sent to your custodial guardian asking if you wish to continue the program. You will be required to pay the tuition fee by the end of January to reserve your seat.

Students registered until end of December/January: In late September, a notice will be sent to your custodial guardian asking if you wish to continue for the following semester. You will be required to pay your tuition fee by the middle of October to reserve your seat.

Letter of Acceptance: Once you have paid the school fees, the International Education Office will provide you with a formal letter of acceptance. You will require this letter to extend your Study Permit.

Students Over 19 Years of Age: Students who turn 19 before July 1st normally cannot continue at their school in September. If a student has not completed his/her graduation requirements and wishes to continue his/her schooling, he/she can do so through the district's Adult Education Program. To learn more about this opportunity, please contact the International Education Office at 604-296-6903.

Adult Programs

The district runs an extensive number of programs for adults, including ELL for Adults. These programs are located at specific Adult Learning Centres in Burnaby. For further information on the district's Adult Programs, please contact the International Education Office at 604-296-6903.

Immigration

Contact information

Telephone: 1 800 O-Canada (1-800-622-6232)

From outside Canada: Call 1 800 O-Canada from abroad

Website: www.cic.gc.ca

Obtaining a Study Permit

You will need a Study Permit to live and study in Canada. To apply for a Study Permit, you must first obtain a Letter of Acceptance (LOA) from Burnaby School District. For instructions on how to apply and processing times please see the Canadian Government website: www.cic.gc.ca

Renewing your Study Permit

Custodial guardians are responsible for renewing a student's Study Permit. The school staff and/or International Office staff are no longer allowed by law to assist. You are strongly recommended to apply for an extension at least three months before the expiration of your current Study Permit. Immigration will not accept applications before three months of the Study Permit's expiry date.

You will find all the requirements and instructions to renew the study permit online at the Canadian Government website www.cic.gc.ca

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

Along with your Application to Extend a Study Permit, you will NEED to include:

- Copies of passport pages showing the passport number, name, date of birth, date passport issued/expiry date, and stamp made by Canadian authorities on your most recent entry into Canada.
- Copy of current immigration authorization document.
- Letter of acceptance from the Burnaby School District.
- Copy of most recent report cards.
- Custodianship Declaration (IMM 5646)** – students studying in a secondary program in Canada without a parent or legal guardian must complete this with their study permit application.

**This is a new form which is available on Canada Immigration's website.

- Proof of funds available (bank statement).
- \$150 to pay for the service to process your extension. This must be first paid at a bank or online, and proof of payment must be enclosed with your application.

Be sure to keep a copy of any documents you mail to the Canada Immigration office in Alberta.

Visiting the United States of America

Check the website for the appropriate visa you need to visit the United States, follow the instructions to apply.

<https://ca.usembassy.gov/visas/categories-and-requirements/>

The address is: US Consulate, 1075 West Pender Street, Vancouver, BC. Phone: 604-685-4311

Warning: It is critical that you purchase extended health insurance if you are to travel to the United States. The British Columbia Medical Services Plan will not cover costs for any medical attention delivered in the United States. In the unlikely case of an accident, medical attention could cost you thousands of dollars.

Culture Shock & Adjustment

Coming to a new country and culture is an exciting adventure. You may also find that you have some ups and downs during your adjustment to life here in Canada. Give yourself time to feel at home.

Stage 1: When you first arrive, you typically go through the “honeymoon stage,” where the excitement and enthusiasm of being in a new place takes up most of your thoughts and time. The activity of settling in is also very time-consuming.



Stage 2: The second stage can be a bit of a down time where the differences between your home and here become clear. You might also find yourself missing family, friends, and some of your favorite food. Working on your English can also be a tiring aspect of getting started in Canada.



Stage 3: The third stage can be a frustrating or restless time. At this point you may feel angry with your new life, classmates, and hosts. This is normal and will not last.



Stage 4: The fourth stage usually involves finding your sense of humour again, seeing this adventure in a new perspective, and appreciating both your home and Canada in new ways.



Stage 5: The fifth stage is where you feel almost at home here and can meet the day-to-day problems that come along. You are also starting to think about returning home again. This can be a time of mixed feelings – both excitement and anxiety.



Stage 6: This sixth stage is called reverse culture shock and happens when you return home. You may find that your family and friends have a challenging time understanding your experiences in Canada and that it takes time to settle back in. This is very normal.



Stage 7: The last stage is readjustment to being home. This happens when you have integrated yourself back into your own culture with the knowledge and experiences that living away from home has given you.



It is important to remember that you may not experience all these stages in precisely this order. Adjusting to living overseas takes time but the rewards are well worth it. Please contact your school’s International Student Liaison, a school counselor, the ISA or the International Education Office if you are having any difficulty in your adjustment. We are here to support you.

Living in Burnaby

To learn more about the City of Burnaby, visit the City's website at www.burnaby.ca

Transport

Public Transit: Public transportation in Burnaby and its neighboring cities is easily accessible and reliable. Many public transportation options are available to students ranging from buses, trains, SkyTrain and SeaBus. Once you register at your school, you will receive your student identification, which allows you to pay a discounted rate for public transportation.



The Vancouver Regional Transit System is divided into three zones and ticket costs vary depending on how many zones one travels through. Fare costs are reduced after 6:30 pm on weekdays and on weekends and holidays. Students are advised to purchase a monthly "Fare Card" (Compass card) to reduce the cost once you have your Go Card from your school in Burnaby. The "compass card" can be purchased at many locations around Burnaby, such as 7-11 Convenience Store and Shoppers Drug Mart. Please visit www.translink.ca for directions and further information.

Cycling: Some students opt to cycle to school as it is an inexpensive transportation method. The city of Burnaby houses an extensive system of bikeways for cyclists. If you choose to cycle to and from school, please ensure to wear a helmet as it is the law here in British Columbia. Make sure you use a strong bike lock, and always use it when you park your bike. Each secondary school has a location to park your bike.



Communications

Long Distance Calls:

To make a long-distance call within Canada or the US, you must dial "1," then the city code.

To make a long-distance call to most overseas countries, you must dial "011," then the country code, and the city code.

- Collect calls: dial 0+country code+city code+local number
- Direct dialed calls: 011+country code+city code+local number

See the first section of the phone book for country and city codes or call the operator "0" for information and help.

Postal Service

www.canadapost.ca

If you are expecting a parcel it will come to your home, but if you are not at home it may be redirected to the nearest postal station where you may pick it up. Be sure to take identification with you. A parcel or letter can also be posted at any postal outlet. There are a number of postal outlets located throughout Burnaby.



Libraries

In addition to your school library, there are public libraries in Burnaby that you have access to as a Burnaby student. To obtain a library card you will be required to show identification. To find a library near you and see the services they offer please visit this website: <https://www.bpl.bc.ca/>

Banking

There are a number of banks located throughout Burnaby in which you can open a bank account. You will be required to bring appropriate identification with you to open an account.

There are many types of accounts: personal checking account, daily interest chequing or saving, savings/chequing and savings accounts. Make sure you are aware what the charges and rates will be on any account that you open.

Parks and Outdoors

Burnaby is recognized for its extensive number of parks, lakes, gardens, and hiking trails. The following is a brief listing of some of Burnaby's most popular parks or you can check out this website at <http://www.burnaby.ca/Things-To-Do/Explore-Outdoors.html>.

Park	Location	Activities
Burnaby Marine Park	North Burnaby, travel east on Hastings Street, keep left on Barnet Highway	Canoe, kayak, sailing, beach, fishing
BC Parkway and Highland Park Line	South Burnaby, runs from Westminster Quay to downtown Vancouver	Bikepath, walking trail
Burnaby Fraser Foreshore Park	South Burnaby, along Marine Way turn south on Byrne Road to the very end (the Fraser River)	River trail, biking, walking, fishing
Burnaby Mountain Park	North Burnaby, take Lougheed Highway and turn north towards Simon Fraser University, to Centennial Way	Views, picnic area, walking trail, restaurant
Confederation Park	North Burnaby, travel along Hastings Street and then head north on Willingdon	Walking path, miniature railway, skateboard park, lawn bowling, bocce, tennis, baseball, soccer, lacrosse, track, spray pool, picnic area
Kensington Park	North Burnaby, travel along Hastings, turning south on Holdom Avenue, then east on Curtis Street.	18-hole pitch-and-putt course, running track, tennis courts, softball fields, walking paths, outdoor swimming pool
Burnaby Lake Regional Park	Central Burnaby, from Highway #1, exit at Kensington Avenue North, proceed to Sprott Street and Sperling Ave.	Wildlife sanctuary, equestrian trails, rowing, kayaking, canoeing, birdwatching
Robert Burnaby Park	South Burnaby, follow Canada Way to 16 th Avenue, turn northeast and then left on First Street.	Walking trails, tennis, outdoor swimming pool
Central Park	South Burnaby, located between Kingsway and Boundry Road.	18-hole pitch-and-putt golf course, lawn bowling, horseshoe pitch, baseball diamond, nature ponds, walking and biking trails, outdoor swimming pool
Deer Lake Park	Central Burnaby, located at Deer Lake Avenue	Canoe, sailboat, rowboat, walking trail
Metro Skate Park	South Burnaby, Bonsor Park near Royal Oak Avenue	Skateboarding

Public Recreation

Recreational opportunities abound in Burnaby. Please visit <http://www.burnaby.ca/Things-To-Do/Outdoor-Facilities.html>.

Here are a few examples:

Golf

Both Burnaby Mountain and Riverview Golf offer both junior and adult golf programs. Junior programs start at age four.

Golf Course	Area	Address in Burnaby
Burnaby Mountain Golf Course and Driving Range	North Burnaby	7600 Halifax Street, Ph: 604-280-7355
Riverway Golf Course and Driving Range	South Burnaby	9001 Bill Fox Way (formerly Riverway Place), Ph: 604-280-4653
Central Park Pitch and Putt	South Burnaby	3883 Imperial Street, Ph:604-434-2727
Kensington Park Pitch and Putt	Central Burnaby	5889 Curtis Street, Ph: 604-291-9525

Indoor and Outdoor Swimming Pools:

You can enjoy the following indoor and outdoor pools in Burnaby.

Indoor Swimming Pool	Area	Address in Burnaby
Eileen Dailly Leisure Pool	North Burnaby	240 Willingdon Avenue, Ph: 604-298-7946
Bonsor Recreation Complex	South Burnaby	6550 Bonsor Avenue, Ph: 604-297-4597
C.G. Brown Pool	North Burnaby	3702 Kensington Avenue, Ph: 604-297-4520
Outdoor Swimming Pool	Area	Address in Burnaby
Central Park	West Burnaby	6110 Boundary Road, Ph: 604-570-4000
Kensington Park	North Burnaby	700 Hammarskjold Drive, Ph: 604-570-4000
McPherson Park	South Burnaby	5485 Rumble Street, Ph: 604-570-4000
Robert Burnaby Park	East Burnaby	8175 Wedgewood Street, Ph: 604-570-4000

Skating and Ice Arenas:

Arenas	Area	Address in Burnaby
Bill Copeland Sports Centre/ Burnaby Lake Arena	Central Burnaby	3676 Kensington Avenue, Ph: 604-291-4521
Kensington Skating Complex	North Burnaby	6159 Curtis Street, Ph: 604297-4535
Burnaby 8 Rinks	Central Burnaby	6501 Sprott Street, Ph: 604-291-0626
Burnaby Winter Club	Central Burnaby	4990 Canada Way, Ph: 604-299-7788

Shopping

Burnaby's vibrant urban areas offer numerous choices for shoppers, including Metropolis at Metrotown, being the second largest shopping mall in all of Canada.

Shopping Malls	Area	Address in Burnaby
Metropolis at Metrotown	South Burnaby	4700 Kingsway, Ph: 604-438-4715
Lougheed Town Centre	Northeast Burnaby	North Road & Austin Avenue, Ph:604-421-3434
Brentwood Town Centre	North Burnaby	4567 Lougheed Highway, Ph: 604-298-7314
Heights Commercial District	North Burnaby	Hastings Street, Boundary Avenue to Gamma Avenue
Crystal Mall	South Burnaby	4500 Kingsway, Ph: 604-438-6263

Medical Services

There are a number of doctor's offices and walk-in medical clinics located in Burnaby. To locate an available clinic,

- For any nonemergency issues you should visit a clinic. We suggest you visit <https://medimap.ca/> This is a website that will tell you the closest walk-in clinics to your location in Burnaby and the approximate waiting time. It is also available as an App to download on your phone. A walk-in-clinic means you do not need an appointment.
- If you have a medical emergency, then you can go straight to a hospital. The emergency phone number for medical emergencies (ambulance)/ fire/ safety emergencies (police) in Canada is **911**.
- If you are unsure what to do about any medical problem, there is a wonderful system in British Columbia which is a free-of-charge provincial health information and advice phone line available in British Columbia. By calling **8-1-1**, you can speak to a health service navigator, who can help you find health information and services; or connect you directly with a registered nurse, a registered dietitian, a qualified exercise professional, or a pharmacist. Any one of these healthcare professionals will help you get the information you need to manage your health concerns.

The International Education Office can also direct you to local clinics and multilingual doctors. The City houses a leading community hospital—Burnaby Hospital, located at 3935 Kincaid Street, Burnaby. In the unlikely case of a student feeling seriously ill or has an accident, we strongly recommend the student go directly to the Emergency Department at Burnaby Hospital.

Personal Safety

The City of Burnaby offers a safe living environment. Violent crime is not common and not likely to occur to a resident or student. However, you still need to be careful, as with any other city. Please remember to always be aware of your surroundings and do not walk in the streets or parks alone after dark or wearing your headphones. Do not look at your phone while crossing the road. At orientation we will provide you with detailed safety tips to ensure your stay with us is a pleasant one.

Foreign Consulates in Vancouver

<p>Austria 595 Howe St #1160, Vancouver, BC V6C 2T5 (604) 687-3338 https://www.bmeia.gv.at/oeb-ottawa/</p>	<p>Netherlands 595 Burrard St #883, Vancouver, BC V7X 1L7 (604) 684-6448 https://www.netherlandsandyou.nl/your-country-and-the-netherlands/canada/about-us/consulate-in-vancouver</p>
<p>Brazil 1111 Melville St #1050, Vancouver, BC V6E 3V6 Tel: 604-696-5311 Fax: 604-696-5366 Website: http://vancouver.itamaraty.gov.br/en-us/ Email: cq.vancouver@itamarty.gov.br</p>	<p>Norway 1480-1188 West Georgia Street Vancouver, British Colombia, V6E 4A2 Tel: 604-682-7977 Fax: 604- 685-8434 Website : https://www.norway.no/en/canada/norway-canada/honorary-consulates/ Email: nor-congeneral@telus.net</p>
<p>Chile 1610 – 1185 W. Georgia Street Vancouver, BC V6E 4E6 Tel: 604-681-9162 Fax: 604-683-9181 Website: https://chile.gob.cl/vancouver/en/vancouver@consulado.gob.cl</p>	<p>Singapore 1166 Alberni St #1405, Vancouver, BC V6E 3Z3 (604) 622-5281 Website: www.mfa.gov.sg Email: van@sgmfa.gov.sg</p>
<p>China / Hong Kong 3380 Granville Street / 288-1338 West Broadway Vancouver, BC V6H 3K3 / Vancouver, BC Tel: 604-734-7492 / Tel: 734-0704 Fax: 604-737-0154 Website: vancouver.china-consulate.org/eng/ Email: visa@chinaconsulatevan.org</p>	<p>Switzerland World Trade Centre #790 - 999 Canada Place Vancouver, BC V6C 3E1 Tel: 604-684-2231 Fax: 604-684-2806 Website: www.eda.admin.ch/vancouver Email: vancouver.visa@eda.admin.ch</p>
<p>Columbia 1090 W Georgia St #1340, Vancouver, BC V6E 3V7 (604) 558-1775 http://vancouver.consulado.gov.co/</p>	<p>Republic of Korea 1090 W Georgia St #1600, Vancouver, BC V6E 3V7 (604) 681-9581 https://overseas.mofa.go.kr/ca-vancouver-en/index.do Email: vancon@mofa.go.kr</p>
<p>France 1100-1130 West Pender Street Vancouver, BC V6E 4A4 Tel: 604-681-4345 Fax: 604-637-5301 Website: www.consulfrance-vancouver.org/ Email: visas@consulfrance-vancouver.org</p>	<p>Russia 409 Granville St #1158, Vancouver, BC V6C 1T2 (604) 559-7877 http://rusconsul.ca/</p>
<p>Germany World Trade Centre Complex 704-999 Canada Place Vancouver, BC V6C 3E1 Tel: 604-684-8377 Fax: 604-684-8334 Website: Canada.diplo.de Email: germanconsulatevancouver@netcom.ca</p>	<p>Taiwan Taipei Economic & Cultural Office Suite 2200 - 650 West Georgia Street Vancouver, BC V6B 4N7 Tel: 604-689-4111 Fax: 604-689-0101 Website : www.taiwanembassy.org/CA/YVR/mp.asp?mp=87 Email: tecovan@telus.net</p>

<p>Indonesia 1630 Alberni Street Vancouver, BC V6G 1A6 Tel: 604-682-8855 Fax: 604-662-8396 Website: www.indonesiavancouver.org/ Email: congen@indonesiavancouver.org</p>	<p>Thailand 1040 Burrard Street Vancouver, BC V6Z 2R9 Tel: 604-687-1143 Fax: 604-683-4434 Website : www.thaicongenvancouver.org/ Email : info@thaicongenvancouver.org</p>
<p>Italy Consulate General 510 West Hasting Street, Suite 1100 Vancouver, BC V6B 1L8 Tel: 604-684-7288 Fax: 604-685-4263 Website : www.consancouver.esteri.it/Consolato_Vancouver Email : consolato.vancouver@esteri.it</p>	<p>Turkey 1111 W Georgia St Suite 303, Vancouver, BC V6E 4M3 Tel: (604) 688-3530 Website: n/a Email: msezgina@shawbiz.ca</p>
<p>Japan 900-1177 West Hastings Street Vancouver, BC V6E 2K9 Tel: 604-684-5868 Fax: 604-684-6939 Website: www.vancouver.ca.emb-japan.go.jp/ Email: n/a</p>	<p>United States #107 – 280 Nelson Street Vancouver, BC V6B 2E2 Tel: 604-685-4311 Fax: 604-685-7175 Website: 5J3 canada.usembassy.gov/consulates/vancouver.html Email: vancouverNIV@state.gov</p>
<p>Mexico 411-1177 West Hastings Street Vancouver, British Columbia V6E 2K3 Tel: 604 684 1859 https://consulmex.sre.gob.mx/vancouver/index.php</p>	<p>Vietnam 605 Robson St #800, Vancouver, BC V6B Tel: 604-629-0189 Website: http://www.mofa.gov.vn/vnconsulate.vancouver</p>

Important Message to Parents

You will play a vital role in supporting your child's studies in Burnaby, even if you are residing overseas. The following information is to help parents understand the Canadian education system and their role as a partner in their child's education.

Education Program

In Canada, we believe in developing well-rounded individuals. That is why our education system does not solely focus on traditional academic subjects, such as math and sciences, but also includes subjects within the arts, sports, and technology. These subjects not only develop your child's intellect but help him/her explore a variety of interests and talents.

Learning Environment

Teachers in Canada believe that students must participate in the learning process. Therefore, a typical Canadian classroom does not usually have a teacher lecturing at the front and students sitting quietly in their desks. Rather, normally you will see students working on their own or in groups as the teacher facilitates their learning. For an outsider, it may seem that the students are "playing around." But this is not the case. Rather, students are actively engaging in his/her learning as well as developing skills to work independently or as part of a team - better preparing students for university.

In addition, Canadian schools, especially Burnaby, encourage students to participate in extracurricular activities after regular school hours. Students can join a number of activities that will further augment their intellectual, social, and physical development. In learning English, we find that students who join clubs or teams acquire the language more rapidly than if they were to take numerous hours of after-school tutoring.

Parent Expectations

English language development: On various occasions, parents have requested that the school advance their child's English Language Learning (ELL) level. The schools try to advance students through the ELL program as fast as possible, but only if the student is fully ready. Please be patient with your child's English language acquisition. It takes time. Most students are planning to continue their studies at a university in Canada. Like a house's foundation, if it is not strong, the whole house will collapse. English is the student's foundation. Without a strong foundation in English, the student will not be successful in university.

Academic Performance: International students face added challenges due to their being immersed in a new environment, culture, and language. Initially, their grades in Canada may be lower in comparison to school grades from their home country. This is normal due to the added challenges international students face. Please encourage your child and let them know you understand the challenges they face and how proud you are of the work they are doing. Encourage them to try their best and to ask for help from their International Student Liaison, counselor, and teachers. Give them time to acclimatize to their new environment as well as develop the language skills needed to fully excel.

We have noticed that students do not always inform their parents or custodians of any school or personal struggles, as they do not want to disappoint or worry their family. Please encourage your child to talk to you about their school and personal life. These students feel enormous amounts of pressure. Please encourage your child to do their best and to work hard but also to enjoy their time here and to seek help when needed.

Stay connected with your child and custodial guardian: The Burnaby School District's International Education Office relies heavily on custodians to inform the district of any struggles a student may be having. Without this, we are limited in the support we can provide to a student.

The custodian has access to the student's daily attendance and report cards through MyEd BC.

Even though a parent resides overseas, you still play a significant role in ensuring your child is being properly cared for and supervised during their studies in Burnaby. We ask you:

- carefully choose a suitable custodian, especially if you have opted not to place your child in a homestay organized by the district's homestay provider, Langara College Homestay.
- ensure your child is living in a suitable homestay.
- regularly contact your child's appointed custodian to ensure they are properly supervising your child.
- regularly contact your child to ensure that they are thriving within their learning and home environment.
- immediately contact the International Education Office for assistance if you have any concerns about your child's well-being or academic progress.
- do not encourage your child to travel outside the Greater Vancouver region without proper adult supervision.

Pre-Departure Checklist

- Confirmed accommodation arrangements.
- Obtained a passport and made sure that it is valid for at least six months beyond my return date.
- Obtained a Study Permit to study in Canada (if required).
- Obtained a multi-entry visa (if required).
- Obtained the appropriate visa if planning a trip as a visitor to the United States.
- Purchased airline ticket.
- Documents to keep on you (not in your checked luggage). You will need these documents to present at your first Canadian Port of call to present to IRCC.
 - ✓ LOA
 - ✓ Custodian Document
 - ✓ Homestay Placement Information
 - ✓ Passport
 - ✓ Visa and or Letter of invitation for study permit (if applicable)
- Have noted home, International Education Office, and school contact information.
- Photocopied all information (passport/birth certificate), leaving a second copy at home.
- Obtained a small amount of Canadian currency for use upon arrival and in the unlikely case of an emergency.
- Arranged access of appropriate funds during period of study
- Learned about my appointed school, Burnaby, and the surrounding area. Learned about Canadian culture.
- Will pack this handbook along with the orientation information in luggage to bring to Canada for reference.
- Have read this handbook very carefully.

Packing Considerations

Carry-on luggage:

- Passport
- Study permit confirmation letter or approval letter
- Letter of Acceptance from Burnaby School District
- Custodianship documents
- Homestay profile and contact information
- Prescription for any medications (for reference to your school or doctor)
- Hygiene products (100 ml or less)
- Change of clothes (in case of delayed luggage)
- Laptop Computer
- Cell phone (Mobile phone)

ALL students need to have a cell phone and a laptop to study for school year.

We look forward to seeing you in Burnaby  !