

# STUDENT HANDBOOK





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### Student Statement of Rights

Global Village Victoria is certified with the [Private Training Institutions Branch](#) (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enroll at a certified private training institution, you should be aware of your rights and responsibilities.

1. You have the right to be treated **fairly** and **respectfully** by the institution.
2. You have the right to a **student enrolment contract** that includes the following information:
  - amount of tuition and any additional fee for your program
  - refund policy
  - if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
  - whether the program was approved by PTIB or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy.

3. You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.
4. You have the right to make a **claim** to PTIB for a **tuition refund** if:
  - your institution ceased to hold a certificate before you completed an approved program
  - you were misled about a significant aspect of your approved program.

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about PTIB and how to be an informed student, go to:  
<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>

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

### **Hours of Operation**

GV Victoria is open on the following schedule:

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

Phone #: 250-384-2199  
email: victoria@gvenglish.com

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

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

### **2024 Public Holiday Calendar**

The school will be closed on the following days:

New Year’s Day – Monday, January 1<sup>st</sup>  
Family Day – Monday, February 19<sup>th</sup>  
Good Friday – Friday, March 29<sup>th</sup>  
Victoria Day – Monday, May 20<sup>th</sup>  
Canada Day – Monday, July 1<sup>st</sup>  
Civic Holiday – Monday, August 5<sup>th</sup>  
Labour Day – Monday, September 2<sup>nd</sup>  
National Day for Truth and Reconciliation – Friday, September 27<sup>th</sup>  
Thanksgiving – Monday, October 14<sup>th</sup>  
Remembrance Day – Monday, November 11<sup>th</sup>  
Christmas Day – Wednesday, December 25<sup>th</sup>  
Boxing Day – Thursday, December 26<sup>th</sup>  
New Year’s Day – Wednesday, January 1<sup>st</sup>, 2025

## **COVID-19 Safety Protocols**

Our full COVID-19 Safety plan can be found here: <https://gvenglish.com/coronavirus>

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

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

For new students, your class information will be posted on the walls of the BC lounge by 1:00 Monday, or handed to you directly before the end of your orientation for smaller intakes.

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

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

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

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

Note: This chart is an approximate guide. Course availability and entry levels will vary by school. Each school reserves the right to place a student in a level based on results of a comprehensive oral and written test conducted on the first day of class.

## **GV Victoria's Specialized Programs**

To complement our General English Program (GEP), GV Victoria also offers engaging Specialized Programs in the afternoon elective time slots.

GV Victoria's Specialized Programs are:

1. Business English
2. IELTS Test Preparation
3. Work Readiness Program

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

The chart below provides entry level details for these courses:

Course	Entry level requirement	Length of course
IELTS Preparation	8 weeks at GV4 level	1 – 24 weeks
Business English Program (BEP)	GV5 GV 6 for UVIC Pathway	1 - 12 weeks
Work Readiness Program	GV 4	1-12 weeks

## **Level Changes for new students**

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

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

## **Class Schedule**

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

One lesson = 50 minutes

## **Attendance & Participation**

Students are encouraged to be on time each day and must attend at least 80% of each of the classes, including the afternoon Elective classes. Students are also expected to complete between 30 minutes to 1 hour of homework daily.

- **You must be in class before official start times (above).**
- **In emergencies, you may be allowed to enter up to 15 minutes late.**
- **If you arrive later than 15 minutes after class starts, you cannot enter class until after the next break.** For morning students, you will only receive a half-mark (1/2) for your attendance.
- **Late students do not have access** to administrative staff until break time.

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

If a student's attendance goes below 70%, they will need to speak to the Director of Studies.

Students with extremely low attendance (below 60%) may have their graduation certificate affected in the following way: For each 4-week reporting session with attendance below 60%, 4 weeks will be deducted from the total number of weeks on the graduation certificate.



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

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

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

## **Excused Absence Policy**

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

1. If you are sick and you notify the school the same morning you are sick (doctor's note required to excuse more than three illness-related absences in one study block) Phone # to leave a message: 250-384-2199 or email: [victoria@gvenglish.com](mailto:victoria@gvenglish.com)
2. If you go on a trip coordinated or sold by the school (it is the student's responsibility to tell their teacher they will be away on a GV trip).
3. If you are attending an interview (job interview, scholarship interview, immigration interview, etc.) which you have notified the school about.
4. Other documented circumstances beyond the student's control, such as flight delays, etc.
5. If you are a parent and need to stay home to care for a sick child; or if you need to stay home to look after your child(ren) on a Professional Development Day.

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

## **Grading & Progress Reports**

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

1. Grammar Comprehension & Use	/ 25
2. Functional Language Comprehension & Use	/ 25
3. Interactive Communication & Fluency	/ 25
4. Weekly Quizzes	/ 20
5. Participation	/ 5

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

## **Course and Class Cancellations**

The School may cancel a course due to low enrolment in which case alternative courses will be offered. The School may cancel classes or dismiss students early due to conditions beyond the School's control, such as bad weather or a transit strike. In these cases compensation may not be granted by the School. Refunds will not be granted for emergency situations which are beyond the school's control, such as a snow day. If the school needs to make the decision to close, a notice will be posted on both our Facebook page and our website between 7:00 and 7:30 am.

## **Materials Fee**

All students have to pay a materials fee of \$10.00 per week for printed materials and our online study resource. Global Village does not provide students with textbooks.

## **English Only**

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

## **Office Building Etiquette**

1. Speak softly in the hallway of the second floor.
2. Use the stairs whenever possible.
3. Be careful when you are carrying open food or drinks in the school.
4. You must smoke 7 meters or more away from the school building and NOT in front of the neighboring businesses.
5. Please don't stand in front of the main entrance of the building so that other people can move freely on the sidewalk.

## **Using School Services & Amenities**

### **Kitchen**

- Feel free to use the microwave ovens and fridge. Never put metal or plastic in the microwave.
- The fridge is cleaned every Friday at 1:00 PM and we will throw perishable food in the garbage.
- Please wash your dishes by hand in the sink provided. Do not dump food down the drain.
- Our vending machines have pop, juice and water. You may use coins or credit cards.

### **Lounges**

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

### **Washrooms**

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

### **Wireless Internet**

- Wireless internet is available throughout the facility. Please obtain the code from Reception. Report problems with the internet to Receptionist immediately, so the issue can be fixed quickly.

### **Lost and Found**

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

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

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

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

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

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

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

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

GV Online is for students and instructors:

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

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

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

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

1. Obey Canadian laws.
2. Respect all school rules and policies.
3. Speak only English while in the school. Students who do not abide by this policy will be asked by the Director of Studies to leave the school for the day.
4. Attend class at least 80% of the time. Do not be late or absent. Participate in class and take exams.
5. Cooperate with staff and other students at all times. Students should ensure that their conduct and relationships with classmates, teachers, and staff is respectful at all times.
6. Do not smoke inside the building or within 7 meters of the door outside. Smoking while on GV activities is also not allowed.
7. Do not give, serve or sell alcohol, tobacco, cannabis, prescription or non-prescription drugs to students under the age of 19.
8. Do not come to school or activities under the influence of alcohol, cannabis or non-prescription drugs. If you have a medical condition which requires prescription drugs that negatively affect your performance or judgment, please inform the Director of Studies.
9. Do not block the entrance to the building.
10. Inform the Registrar(s) of any changes in your study plans as early as possible.
11. Homestay students must follow all guidelines set out in the Homestay Agreement, and must inform the Homestay Coordinator(s) of any changes in your homestay plans at least three (3) weeks in advance.

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

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

## **Underage Student Code of Conduct (18 and under)**

In addition to the regulations above, underage students are:

1. Not permitted to purchase or consume alcohol, tobacco, cannabis, or other non-prescription drugs. Prescription drugs must only be taken when prescribed by a doctor.
2. Required to live with a host family, arranged by GV or a legal custodian, and may NOT live in alternative accommodation which has not been pre-approved.
3. Expected to attend homestay/family meals as follows: 12 to 15 years olds are expected to return home by dinner time every day. 16 to 18 year olds are expected to eat dinner with the host family every weekday night during the first week of the homestay, and at least 3 out of 5 weekday meals for the remainder of stay.
4. Expected to abide by the following curfews: 12 to 15 years olds are expected to return home by dinner time every day. 16 to 18 year olds are expected to return home on weekday evenings (Sunday to Thursday nights) by 10:00PM and 11:00PM on weekends (Friday and Saturday nights). The student will not disturb the household after these hours.
5. Must return to the homestay to sleep each night. Sleepovers are NOT permitted.
6. Will not invite guests back to the home without the permission of the homestay.
7. Encouraged to contact the Director of Studies immediately if they feel uncomfortable with the conduct of any staff member.
8. Encouraged to contact the Homestay Coordinator if they are uncomfortable with the behavior of their host family.
9. Encouraged to contact the GV emergency line if they require after-hours emergency support of any kind.

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

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

## **Refund Policy**

GV Victoria's refund policy reflects the Ministry of British Columbia Regulations and has been reviewed and approved by Languages Canada and PTIB.

There are no refunds for classes missed due to holiday, graduation, orientation, and/or other situations beyond the school's control.

To apply for a tuition refund, the student or agent must submit a written notice of withdrawal. In this policy, the word "program" refers to the full cycle of studies for which a student registered.

**A student may be entitled to a refund of tuition fees in the event that:**

1.a The student provides written notice to the school that he or she is withdrawing from the program; or

1.b The school provides written notice to the student advising that the student has been dismissed from the program.

2. The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.

3. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.

4. The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the school is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.

5. If the school has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.

**6. Refund policy for students before the program of study starts:**

6.a If written notice of withdrawal is received by the school within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, the school may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.

6.b If written notice of withdrawal is received by the school 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the school may retain 10% of total tuition only due under the contract to a maximum of \$1000.

6.c Subject to Section 6(a) above, if written notice of withdrawal is received by the school less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the school may retain 20% of the total tuition only, due under the contract to a maximum of \$1300.

**7. Refund policy for students after the program of study starts:**

7.a If written notice of withdrawal is received by the school or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the school may retain 30% of the tuition due under the contract.

7.b If written notice of withdrawal is received by the school, or a student is dismissed after 10% and before 30% of the period of instruction specified in the contract has elapsed, the school may retain 50% of the tuition due under the contract.

7.c If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.

8. Where a student did not meet the school's specific minimum requirements for admission through no misrepresentation or fault of their own, the school must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.

9. Refunds owed to students must be paid within 30 days of the school receiving written notification of withdrawal and all required supporting documentation, or within 30 days of a school's written notice of dismissal.

*\* In Accordance to the Guidelines of the Ministry of British Columbia*

## **Information for International Students**

Should a student visa be rejected by a Canadian Embassy, the rejection letter should be submitted to the school. On receipt of the official rejection letter, the institution will retain the \$150 non-refundable registration fee, and will refund all tuition and refundable accommodation fees.

Refunds owed to students must be paid within 30 days of the institutions receiving a copy of the Study Permit denial letter.

### **Homestay Refund Policy**

12. If written cancellation notice is given 12 weeks or more before beginning of homestay, all money will be refunded including Homestay Placement Fee.

13. If written cancellation notice is given less than 12 weeks before beginning of homestay, all money will be refunded except for the Homestay Placement Fee.

14. For refund requests after commencement of Homestay:

a. The student should inform the GV Homestay Office in writing **three weeks before** the end of the homestay period if he/she decides to terminate the agreed homestay period. This will ensure homestay can secure a placement for the student. Any changes such as: cancellation, change of host-family, postponement or extension require a **three weeks notice**.

b. If the host family has failed to meet the Homestay conditions, the student will be moved to another Homestay, and there will be no refund given for the period of homestay already used.

### **Registration Extension Policy**

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



## **Vacation Policy**

1. All students who decide to take a leave of absence must give two weeks' notice. Students who are in a GV Homestay must give three weeks' notice.
2. Students may take a 1, 2, 3 or 4 week vacation and apply those weeks to their end date.
3. A maximum of 4 weeks' vacation is allowed for any student, regardless of their period of study.
4. Homestay students will be requested to pay 50% of the regular homestay fee for the period of their absence.
5. Students holding a student visa who fail to resume classes when scheduled without notifying GV Victoria may be reported to immigration.
6. Students who fail to resume classes at the scheduled time without notifying GV Victoria, will not be allowed to prorate their fees.
7. Students who expect to return late from their holidays must notify the Registrar at GV Victoria as soon as possible.

## **GV School Transfer Policy**

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

## **Program Change Policy**

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

## **Harassment & Bullying Prevention Policy**

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

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

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

- Emotional: being unfriendly, excluding, tormenting (e.g. hiding books, threatening gestures)
- Physical: pushing, kicking, hitting, punching or any use of violence
- Racist: racial taunts, graffiti, gestures

- Sexual: unwanted physical contact or sexually abusive comments
- Homophobic: because of, or focusing on the issue of sexuality
- Verbal: name-calling, sarcasm, spreading rumours, teasing
- Cyber: all areas of internet; such as email & internet chat room misuse
- Mobile: threats by text messaging & calls
- Misuse of associated technology: i.e. camera & video facilities

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

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

### **Reporting an incident**

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

### ***Possible consequences:***

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

### **Student Dismissal Policy**

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

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

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

## **Sexual Misconduct Policy**

### **Introduction:**

This institution is certified by the Private Training Institutions Branch (PTIB). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy.

For more information about PTIB, go to [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca).

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

- [\*Languages Canada Accreditation Guidelines\*](#)
- [\*IALC Quality Standards – High Quality Language Learning Centres\*](#)
- [\*Preventing and Responding to Sexual Violence/Misconduct \(BC Post-Secondary Guide\)\*](#)
- [\*Duty to Report Abuse or Suspected Abuse of Child\(ren\) in BC\*](#)

### **Policy:**

1. Global Village Victoria is committed to the prevention of and appropriate response to sexual misconduct.
2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:
  - sexual assault;
  - sexual exploitation;
  - sexual harassment;
  - stalking;
  - indecent exposure;
  - voyeurism;
  - the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
  - the attempt to commit an act of sexual misconduct; and
  - the threat to commit an act of sexual misconduct.
3. A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.
4. A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.

5. The process for making a **Complaint** about sexual misconduct involving a student is as follows:

- 1) Any student of Global Village Victoria may file a Complaint directly to the institution's Senior Management Team via email:

Director of Studies, Jacqueline Murphy: [jmurphy@gvenglish.com](mailto:jmurphy@gvenglish.com)

Senior Manager, Tania Knoch: [tknoch@gvenglish.com](mailto:tknoch@gvenglish.com)

Lead Executive, Lynn Wyton: [lwytton@gvenglish.com](mailto:lwytton@gvenglish.com)

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

6. The process for responding to a **Complaint** of sexual misconduct involving a student is as follows:

- 1) A Member of the Senior Management Team will acknowledge receipt of the Complaint within three (3) school days, and

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

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

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

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

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

Director of Studies, Jacqueline Murphy: [jmurphy@gvenglish.com](mailto:jmurphy@gvenglish.com)

Senior Manager, Tania Knoch: [tknoch@gvenglish.com](mailto:tknoch@gvenglish.com)

Lead Executive, Lynn Wyton: [lwytton@gvenglish.com](mailto:lwytton@gvenglish.com)

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

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

- 1) The Administration will acknowledge receipt of the Complaint within three (3) school days.
- 2) the Complainant and the Respondent will be advised that they may ask another person to be present throughout the investigation;
- 3) the Complainant will be interviewed to ensure a complete understanding of the allegation and to gather additional information that may not have been included in the written complaint, such as the date and time of the incident, the persons involved, the names of any person who witnessed the incident and a complete description of what occurred;
- 4) the Respondent will be interviewed and informed of the complaint, provided details of the allegations and provided an opportunity to respond to the allegations, including providing any witnesses the Respondent feels are essential to the investigation;
- 5) any person involved or who has, or may have, knowledge of the incident and any identified witnesses will be interviewed;
- 6) reasonable updates to the Complainant and the Respondent about the status of the investigation will be provided; and
- 7) following the investigation, the Senior Management Team will:
  - review all of the evidence collected during the investigation;
  - determine whether sexual Misconduct occurred; and if so
  - determine what disciplinary action, if any, should be taken as set out below.

#### 9. Disciplinary Measures

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

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

#### 10. Appeal

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

## 11. Making False Statements

It is a violation of this Sexual Misconduct Policy for anyone to knowingly make a false complaint of sexual Misconduct or to provide false information about a complaint. Individuals who violate this Sexual Misconduct Policy are subject to disciplinary and / or corrective action up to and including termination of employment of instructors or staff or expulsion of a student.

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

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

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

## 13. Review

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

## **Complaints & Dispute Resolution Policy**

### **Policy:**

Global Village Victoria provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair, reasonable and equitable manner.

This policy applies to all Global Village Victoria students who are currently enrolled or were enrolled six (6) months prior to the submission of their concern to the Director of Studies.

### **Procedure:**

If a student has a complaint about the school, the program, the teacher or other school-related issue, the student must take the following steps:

1. Attempt to resolve the issue with the person involved (i.e. your teacher, your classmate, etc.). If the problem cannot be solved between you and the other person, then you can:
2. Discuss with or write an explanation of the problem to Jacqueline Murphy, Director of Studies ([jmurphy@gvenglish.com](mailto:jmurphy@gvenglish.com)), so that she can review the details of your concern and discuss them with the parties involved and give you a reply within 48 hours.

3. Write a letter to Lynn Wyton, Lead Executive, [lwyton@gvenglish.com](mailto:lwyton@gvenglish.com) Please try to outline the complaint as clearly as possible, as well as any steps you have taken to try to resolve the issue. If you wish to propose a solution please include details of your proposal. Lynn may discuss your complaint with the Director of Studies, the Registrars or the Management Team and give you a written reply within 48 hours.
4. If the problem is still not solved to your satisfaction, then you can contact any one of our accrediting bodies:  
Languages Canada [www.languagescanada.ca](http://www.languagescanada.ca)  
IALC [www.ialc.org](http://www.ialc.org)  
PTIB <https://www.privateinstitutions.gov.bc.ca/>

### **Procedure for Grade Appeal:**

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

## **DAILY LIFE IN CANADA**

### **Medical Insurance**

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

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

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

## **Doctor**

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

### **Downtown Victoria Urgent and Primary Care Centre**

Starting at 8:30 a.m. each day, people can call the Downtown Victoria Urgent and Primary Care Centre ([250-519-3870](tel:250-519-3870)) to be put on the list for urgent care, as required.

They will also accept walk-ins, depending on how busy they are. They are located at 1107 Pandora Avenue. Their health care team includes:

- Family physicians
- Registered nurses who can provide:
  - Diagnosis and treatment for minor acute illness related to:
    - Genitourinary (i.e. urinary tract infection, sexually transmitted infection)
  - Sexually Transmitted Infection (STI) care including prevention, vaccination, testing, treatment, and support
  - Pregnancy testing and supported decision-making for unexpected pregnancies
  - Cervical cancer screening (pap smear)
  - Wound care
  - Vaccines (call to inquire)
  - Chronic disease & lifestyle management
  - Ear syringing
  - Harm reduction supplies and education
  - Suture removal
  - Referral to community health services
  - Prescribed injections (call to inquire)

They also have Mental health and substance use consultants and registered social workers offering:

- Single session therapy
- Brief solution focused counselling
- Psychological and emotional support
- Paperwork, referral and advocacy
- Access to Mental Health Assessment

Everyone is welcome to access the Downtown Victoria Urgent and Primary Care Centre (UPCC).

The UPCC is open to anyone who needs care for urgent medical conditions requiring attention within 12-24 hours and does not have a family physician or nurse practitioner.



## **Dentist**

Dental visits are often not covered by international medical insurance plans unless the issue requires medical intervention (such as oral surgery, broken jaw, etc). If possible, speak to your insurance company before you go to the dentist to discuss your options. To minimize the cost of a dental visit you can ask to have a “specific” exam, rather than a “general” exam, which will focus on one area or tooth instead of the whole mouth.

There are many dentists throughout the city who will accept new patients. Please go to the Front Desk if you would like help looking for a dentist.

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

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

インフルエンザや風邪の広がりを防ぐ為に以下の項目に従ってください。 1

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

ل م نع أمراض الإن ف لون زا وال برد من الان ت شار ارجوات باع ال خطوات ال تال ية

독감과 감기 전염 예방을 위해 아래 사항을 지켜주시기 바랍니다.

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

Para ayudar a prevenir la transmisión de gripe o resfriados, por favor haz los siguiente:

以防止流感和感冒蔓延, 請執行以下操作:

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

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

具合が悪いときは家に留まる。

Bleibe zu Hause wenn du dich nicht wohl fühlst.

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

몸이 좋지 않다면 집에서 쉬도록 하십시오.

Fique em casa se não estiver se sentindo bem.

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

留在家裡如果你感到不適

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

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

手をこまめに良く洗い、設置されている除菌用ローションを使用する。

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

اغسل ي دك ب ين ال ح ين والاخر ب مواد مع قمة

비치된 세정제를 사용하여 손을 자주 씻도록 하십시오.

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

Lávate las manos frecuentemente y/o usa gel antibacterial.

經常使用所提供的清潔液洗手

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

**Avoid touching your mouth and nose.**

口元や鼻を触るのは控える。

Halte deine Hände möglichst vom Gesicht fern.

تجنب لمس الأنف والفتة

손으로 입과 코 주위를 만지지 마십시오.

Evite tocar a boca e nariz.

Evita tocar la boca o la nariz.

避免觸碰你的嘴巴和鼻子

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

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

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

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

تجنب العطس في يديك، وإذا كنت ت кашля فحاول أن ت кашля في مرفقك أو في مرفقك

기침이나 재채기는 손으로 막지 마시고 옷소매나 팔에 하십시오.

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

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

咳嗽到您的套筒/手臂，不要咳嗽到您的手

Toussez ou éternuez dans le creux du coude.

**Emergency information**

1. If you are in GV homestay, please carry the GV Victoria card with you so you always know your Homestay Family's Name, Address and Phone Number. If you are NOT in GV homestay, please obtain a GV Victoria business card for your records, or record our contact details on a sheet of paper for your wallet.
2. The emergency Homestay telephone number is: 250-727-8621
3. Victoria Police, Fire, and Medical Emergency Number is: 9-1-1

**Opening Bank Accounts**

Students can open bank accounts at one of the many banks located near our school. Douglas Street has several banks that students use.

Students must have these papers in order to open a bank account:

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

Major banks in the downtown area (near the school):

BMO	1225 Douglas Street
TD Canada Trust	1080 Douglas Street
Scotia Bank	702 Yates Street
CIBC	1517 Douglas St.
Royal Bank of Canada (RBC)	1501 Douglas Street
Coast Capital Savings	212 - 1150 Douglas St.

## **Bus Passes and Bus Information**

BC Transit has a tap payment method called Umo. You can pay your bus fare through an app or through reloadable Umo cards. The free Umo app lets you pay for your fare by scanning your unique QR code when you get on the bus. You can also buy a reloadable Umo card which can be reused. You can continue to add money to it online or through the Umo call centre at 877-380-8181. To use a reloadable Umo card, you just need to tap your card when you get on the bus.

We recommend that you download the App. More information on how to do that can be found here:

<https://www.bctransit.com/umo>

BC Transit now has a 30-day pass system. Your bus pass is active for 30 days after it is purchased and not from the beginning of the month.

If you have any questions about bus passes, bus schedules, bus routes, or bus stops, talk to the GV receptionist or Activity Coordinator. You may also phone BC Transit at **250-382-6161** to ask for directions and bus times, or visit their website at:

<https://www.bctransit.com/victoria>

## **Weather & Clothing**

Victoria is described as the mildest city in Canada and the weather is generally very comfortable. However, you will find the temperature somewhat changeable. Even if you are comfortable in shorts and a t-shirt during the day the cool ocean breeze can be chilly at night. Bring or wear layers of clothing so you are always comfortable during your activities.

This chart shows you the average temperatures in Victoria throughout the year.

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year
Maximum	°C	7.0	8.6	10.6	13.1	15.9	17.9	19.8	20.1	18.5	13.8	9.4	7.1	13.5
Minimum	°C	3.0	3.7	4.5	6.0	8.2	10.0	11.3	11.7	10.7	7.9	5.0	3.2	7.1

## **Food**

Victorians are known to be fairly healthy eaters and the city is home to a large variety of restaurants. During your stay in Victoria you will be able to enjoy food from many cultures. It is also possible to get a variety of specialty food items in Victoria including vegetarian, halal, kosher, etc.

Typical grocery stores located in a number of areas in Victoria include: Fairway Markets, Thrifty Food Stores, Save On Foods, and Safeway. Specialty food stores include:

Alil Halal Meat & Deli	2618 Quadra Street	(250) 361-1200
Lifestyle Markets	180-2950 Douglas Street	(250) 384-3388
Market on Yates	903 Yates Street	(250) 381-6000

## **Immigration & Legal Matters**

### **General Immigration Info**

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

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

You may contact Citizenship and Immigration Canada (CIC) for specific information at:

Immigration Refugee and Citizenship Canada (IRCC) Website:

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

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

### **Legal Advice**

Should you require legal advice while in Canada you may choose to consult a Canadian lawyer or the Legal Aid Society. <http://www.lss.bc.ca/>

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

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

## Safety Tips for International Students

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

### Personal Safety on the Street

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

### Bicycling

- Traffic rules for bikes are the same as for cars.
- Observe signs and traffic signals.
- Don't ride on the sidewalk or in crosswalks.
- By law **you must wear a helmet.**
- By law **you must have a front and rear light at night.**
- Always lock your bike. Lock the frame and wheel to the bike rack. A "U-Lock" is recommended.

### Buses

- Know your route and bus schedule before you leave. Choose busy well-lit stops after dark.
- Sit at the front of the bus near the driver.

- After 9pm you can ask the bus driver to stop at the street closest to your destination (between stops). You must exit from the front door (This is not available on express buses).

## **Strangers and Street People**

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

## **Out at Night**

- Taxis are a good way to get home. Know the phone number of one or more taxi companies in case you have any problems.
- The drinking age in BC is 19 years. You need 2 pieces of ID to buy liquor or enter a bar or night club/disco.
- Drinking in public places such as parks, beaches, cars, or on the street is illegal.
- If you go to a bar, you should go with friends. You can still meet people but will have a group to help you if you have any problems.
- If you plan to drink alcohol be sure to arrange a ride home. Make sure your friends know where you live and how to get you home.
- **KNOW your drinking limits! Do not drink too much alcohol.**
- Don't let someone in a bar give you a lift home.
- Do not accept drinks from strangers or leave your drink unattended. Date Rape drugs are sometimes put into drinks when people are not paying attention.
- Drugs such as marijuana, meth, cocaine, heroin, and nightclub drugs such as ecstasy, love drugs and GHB are illegal. Do not use or possess drugs at any time. Foreign students caught in possession of illegal substances may be deported.

## **Scams/Fraud**

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

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

When you buy something, make sure that:

- You get a receipt and are charged the right amount.
- Your card is returned promptly.
- You never give your credit card information or copies of your card to anyone unless you are ready to buy something.
- If you rent an apartment deal directly with the landlord and pay the damage deposit directly to them. Be careful if renting from another student or roommate. **Pay your rent with a cheque, not cash.** Get a receipt immediately.

- **Use only tutors authorized by your school.** Use caution when contacting tutors through advertisements and at the library. Watch for persons who claim to be tutors or conversation partners but are not qualified. Never pay tutors in advance.

## **Apartment Security**

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

## **Relationships**

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

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

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

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

## **POLICE/ 911**

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

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

## **WHO TO TALK TO AT GV**

<b>Topic</b>	<b>Title</b>
Academic Support: Program Changes, Program Outlines, Option classes, Specialized Programs, School Policies	Director of Studies
Class level changes	Class teachers or Director of Studies
Human resources, bullying, harassment, complaints	Director of Studies, Lead Executive
Student Enrolment Contract, Program changes, Extensions, Vacation, Medical insurance, Fee payment, transcripts, teens/groups, special program quotes, agency relations	Registrar(s)
General information about Life in Victoria such as Childcare services and Community and cultural services	Registrar(s) or Director of Studies
Activities, Travelling, Weekend trips, Tourist Information about Victoria, Public Bus information.	Activities Coordinator
Homestay information, Homestay extension/cancellation, Other accommodations, Underage trips on weekends.	Homestay Coordinator(s)
Language Support	in Japanese: Front Desk Reception in Spanish: Assistant Registrar in Portuguese: Homestay Coordinator
Employment Resources (including resources available to prepare a resume)	Business English Instructor