

# Student Orientation

# Table of contents

## About LCC

- Page 3** – Welcome to LCC
- Page 4** – School map
- Page 5** – Facilities and services (Pt. 1)
- Page 6** – Facilities and services (Pt. 2)
- Page 7** – Emergency procedures
- Page 8** – Stay in contact
- Page 9** – Getting to LCC
- Page 10** – Getting to LCC (with map)
- Page 11** – Student services
- Page 12** – Important academic documents
- Page 13** – Understanding your student contract
- Page 14** – Visa information
- Page 15** – Accreditation and designations
- Page 16** – LCC policies
- Page 17** – Student feedback

## About Vancouver

- Page 18** – Living in Vancouver
- Page 19** – Vancouver weather
- Page 20** – Public transportation
- Page 21** – Public transportation (with map)
- Page 22** – Housing
- Page 23** – Health insurance
- Page 24** – Safety tips

# Welcome to LCC!

**Since 1995, LCC has helped students reach their English and career goals.**

We hope you enjoy your time at ISS Language and Career College of BC. For almost 25 years, we have worked with international students, immigrants and citizens to improve their English communication skills. With a diverse group of students, dedicated teachers and helpful staff, LCC creates a perfect environment for fun, creativity and learning.



# School Map



# Facilities and Services

## **Registration offices – Rooms 601 and 603**

Enroll for classes, search class timetables, add/drop courses, course & grade enquiries, English assessments, student resources, letters, diplomas and certificates.  
**If you want to change your English class level, please talk to your teacher before speaking with a Registrar.**

## **Co-op advising – Room 601**

Co-op information and advising, employment information, student job list, co-op documentation and post-work tutorials.

## **Student lounge – Room 608**

Microwaves, water cooler, and comfy couches.

## **First Aid Room – Room 603**

If you are feeling unwell you may be given access to the first aid room. In case of medical emergency please contact the nearest LCC staff member.

## **Washrooms – across from elevators**

Please ask your teacher for the washroom code.

## **Information Boards – across from elevators**

On your first day of class, check your classroom number on the bulletin board across from the elevators

## **Information Boards – outside of Room 601 and Room 623.**

Keep up-to-date with LCC's news and find important school information outside of room 601. For co-op employment updates, please check out the bulletin board outside of 623.



# Facilities and Services

## Fire exits – indicated in every room

In the event of a fire (fire drills included), please exit the building through the nearest fire exit. Please refer to the Emergency Exit map (found in every room) to know what exit is nearest you. For other safety information, including the names of First Aid Attendants and Floor Wardens, please see the list posted in every classroom.

## Wi-Fi

Please ask an LCC staff member for the most up-to-date Wi-Fi information.

## Important reminders

**The use of tobacco, cannabis or alcohol is not allowed on the premises.**

Using or being under the influence of cannabis or alcohol is prohibited while in classes.

There is NO smoking in all indoor public places and work places. There is NO smoking in all transit shelters. There is NO smoking within 6 metres of doorways, open windows and air intakes. Anyone who breaks the law can be *fin*ed \$250 to \$10,000. You can only smoke in the loading bay area to the side of the building.

## False alarms

There are fire alarm pull stations in the hallways. You can pull these fire alarms ONLY IF there is a fire. It is against the law to pull the fire alarm when there is no fire. There is a \$500 *fine* and the possibility of going to jail if the fire alarm is pulled when there is no fire.

# Emergency Procedures

## Fire Drill Procedures

- Leave the room immediately. Do not take any belongings.
- Go to your designated exit if in your own room, or to nearest exit if you are somewhere else on the floor.
- When exiting keep right. Keep calm- along corridors and downstairs. *DO NOT USE THE ELEVATORS.*
- If someone is unable to exit quickly (ex. using crutches), they should be helped to a stairwell refuge area to wait until the flow of people subsides. Then they can go down.
- Assemble at your designated area outside. Move away from the building. Go east or west past the building's driveways.
- Return to the building when "All clear- okay to return" signal is given by building management.
- When the drill is over, return to the sixth floor. No one is allowed to use the freight elevator.

## Earthquake Procedures

- DROP to the floor.
- Take COVER under a desk or any sturdy furniture.
- HOLD ON to the piece of furniture. Stay down for at least 60 seconds.
- If someone is in a wheelchair or has other mobility impairments (e.g. elderly, sprained ankle, etc.) and cannot Drop, Cover and Hold On, instruct that person to protect their head and neck with their arms or jacket and bend over to protect themselves if they are able.

# Stay in contact!

## ISS Language and Career College of BC

601 - 333 Terminal Avenue, Vancouver, BC V6A 4C1  
T: 604-684-2325 | [info@lcc.issbc.org](mailto:info@lcc.issbc.org)

### Office Hours

Monday – Thursday: 9:00 a.m. – 6:00 p.m.

Friday: 9:00 a.m. – 4:00 p.m.

Weekends and Statutory Holidays: Closed

## Keep us updated!

You are required to inform us if your **email, phone number, or address changes** at any time during your academic program or work term (if applicable).

### Follow Us

Join our active online community



Check out our:  
Facebook  
Instagram  
YouTube  
Website  
E-newsletter



# Getting to LCC

## For Public Transit Commuters

LCC is located at 601-333 Terminal Ave., two blocks east of the Main Street SkyTrain station. Buses stop near LCC on Main Street (Buses: 3, 8, or, 19) and Station Street (Bus: 23) . For transit information and bus schedules, please visit [Translink](#).

## For Drivers

There are two levels of parking located within the building.

There is also street parking. Please see the signs indicating time restrictions and cost of street parking.

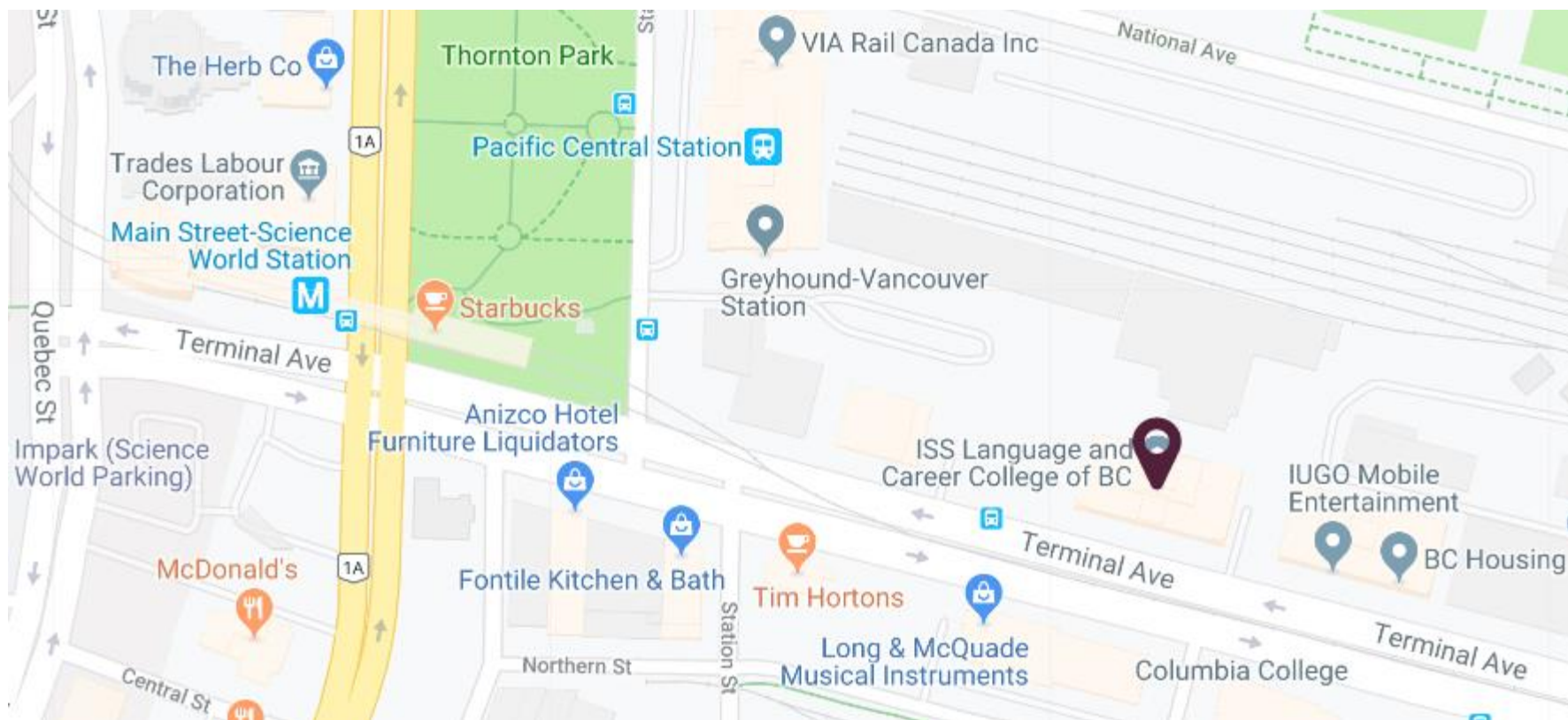
**Bike storage** – Park your bike at Main Street Science World Skytrain Station. For more information:

<https://www.translink.ca/Rider-Guide/Bike-Parking.aspx>

## Accessibility

LCC is wheelchair accessible, with a ramp at the front of the building and elevators to all floors.

**LCC is conveniently  
located close to  
downtown Vancouver.**



# Student services

We want to ensure that you have the best experience possible at LCC. Please contact our registration team if you have any questions or concerns about your course(s) or your stay in Vancouver.



## Student Activities

LCC's Planned Student Activities 2019  
Check out our activities on our LCC Calendar.



## Orientation & Student Handbook

Welcome to LCC! To help you get organized, please review LCC's student handbook, LCC's orientation video, and LCC's orientation PowerPoint.

## Ask a Registrar for more information about:

- Student ID cards
- Medical insurance
- Childcare services
- Community and cultural services
- Academic support

## Co-op students have access to the following resources:

- Resume and interview consultations
- Employment services
- Co-op advising

<https://lcc.issbc.org/co-op-program-details/co-op-students>

**For more information, please check out:**

<https://lcc.issbc.org/resource-types/student-information>

<https://www.discovercanadatours.com>

# Important academic documents

## Program and Course Outlines

Upon registration you will receive a copy of your **program and/or course outline(s)**.

**Please review these documents carefully to ensure that you understand the academic, attendance and grade requirements of your program/courses.**

\*Course fees must be paid or processed prior to the release of any diploma/certificate or transcript.

If you have any questions about these documents or need a new copy, please visit us in room 601.

## Co-op documents (Co-op students only)

Please view the **Co-op Orientation Video** and read the **Career Co-op Student Information Package** as it contains very important information about your program.

During your work term, you are required to submit reports and documents as part of your academic requirements.

Please make sure you understand all the requirements prior to starting your co-op work term.

# Understanding your student contract

Your student contract is an important document that includes your personal information, program/course information, payment details and LCC's refund policy (page 3 and 4).

**It is important that you review all the contract details carefully and ask any questions before signing.**

*Please know that all student contracts are stored securely, and that personal information provided is confidential.*

## Some important reminders

- When you register online, you must sign your student contract before your registration is completed.
- Please see a Registrar in room 601 to review your contract and confirm your English assessment results.
- Students studying for more than six months, must send us or bring a copy of their **study permit** before the program start date.
- **Co-op students**, please remember to bring a copy of your **study permit** and **co-op work permit** during your first week of classes.

# Visa information

When making decisions about your status in Canada, we advise that you contact IRCC directly or speak to a licensed immigration consultant.

For questions or inquiries related to your status in Canada please contact IRCC directly.

## **Study in Canada as an international student**

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

**Call the IRCC Call Centre (1-888-242-2100)**, from within Canada only, Monday to Friday, 8am to 4pm local time, except for statutory holidays). To speak to an agent, navigate through the automated messages by pressing 3-4-1-0.

<http://www.cic.gc.ca/english/contacts/web-form.asp>



# Accreditations & Designations

## Our Accreditations & Designations

LCC is a Designated Learning Institution, DLI# 019279658882 by the **Private Training Institutions Branch**, and we have an **Education Quality Assurance** from the Ministry of Advanced Education, Skills and Training in British Columbia. We are accredited by **Languages Canada**. For more information about our designation, including a list of our approved programs, please click [here](#).



All LCC programs



All LCC programs



English Language Programs



TESOL Program  
With practicum

If you ever have any questions about our policies, or procedures please check in with us in room 601.

# LCC policies

Please go to <https://lcc.issbc.org/resource-types/our-policies> to check the latest LCC policies.

# Your feedback is important to us.

During your time at LCC, you will be asked to evaluate the teacher(s) and course(s) you experience.

Your feedback ensures that our programs are the best they can be!



# Living in Vancouver



Surrounded by mountains, ocean, rainforests, and beautiful parks, Vancouver is one of the most livable cities in the world. It is well-known for its friendly and welcoming citizens and clean and safe streets. With hiking, biking, kayaking, rock-climbing and skiing nearby, it's a great place for those who enjoy the outdoors.

# Vancouver Weather

## Average temperatures

| High °F | Low °F |           | High °C | Low °C |
|---------|--------|-----------|---------|--------|
| 44      | 34     | January   | 7       | 1      |
| 47      | 35     | February  | 8       | 2      |
| 51      | 38     | March     | 10      | 3      |
| 56      | 42     | April     | 13      | 6      |
| 62      | 48     | May       | 17      | 9      |
| 67      | 53     | June      | 20      | 12     |
| 72      | 57     | July      | 22      | 14     |
| 72      | 57     | August    | 22      | 14     |
| 66      | 51     | September | 19      | 11     |
| 56      | 45     | October   | 14      | 7      |
| 48      | 38     | November  | 9       | 3      |
| 43      | 33     | December  | 6       | 1      |
| 57      | 44     | Year      | 14      | 7      |

- Rain is common year-round, especially October through March.



- Vancouver is at its sunniest and driest from June through August.



# Public transportation



Getting you everywhere you want to go in Metro Vancouver

<https://www.translink.ca/>

Trip Planner

Next Bus

Google Transit

Departing from?

Going to?

☒ Departing ☐ Arriving

4:10 PM ▼ 07-12-2019

Depart/Arrive Within 30 Minutes of Re ▼

Enter an address, intersection, landmark or stop number.  
[See list of locations...](#)  
[More search tips...](#)  
[Transit Maps...](#)

Plan My Trip

Get Schedules:

Bus

SkyTrain

SeaBus

West Coast Express

Airport

## Fare Prices and Concessions

### Full fare pricing table

| CASH FARES |        |        | CASH   |
|------------|--------|--------|--------|
| PASS TYPE  | 1-ZONE | 2-ZONE | 3-ZONE |
| Adult      | \$3.05 | \$4.35 | \$5.90 |
| Concession | \$2    | \$3    | \$4.05 |

| CONTACTLESS PAYMENT FARES |        |        | TAP TO PAY |
|---------------------------|--------|--------|------------|
| PASS TYPE                 | 1-ZONE | 2-ZONE | 3-ZONE     |
| Adult                     | \$3.05 | \$4.35 | \$5.90     |

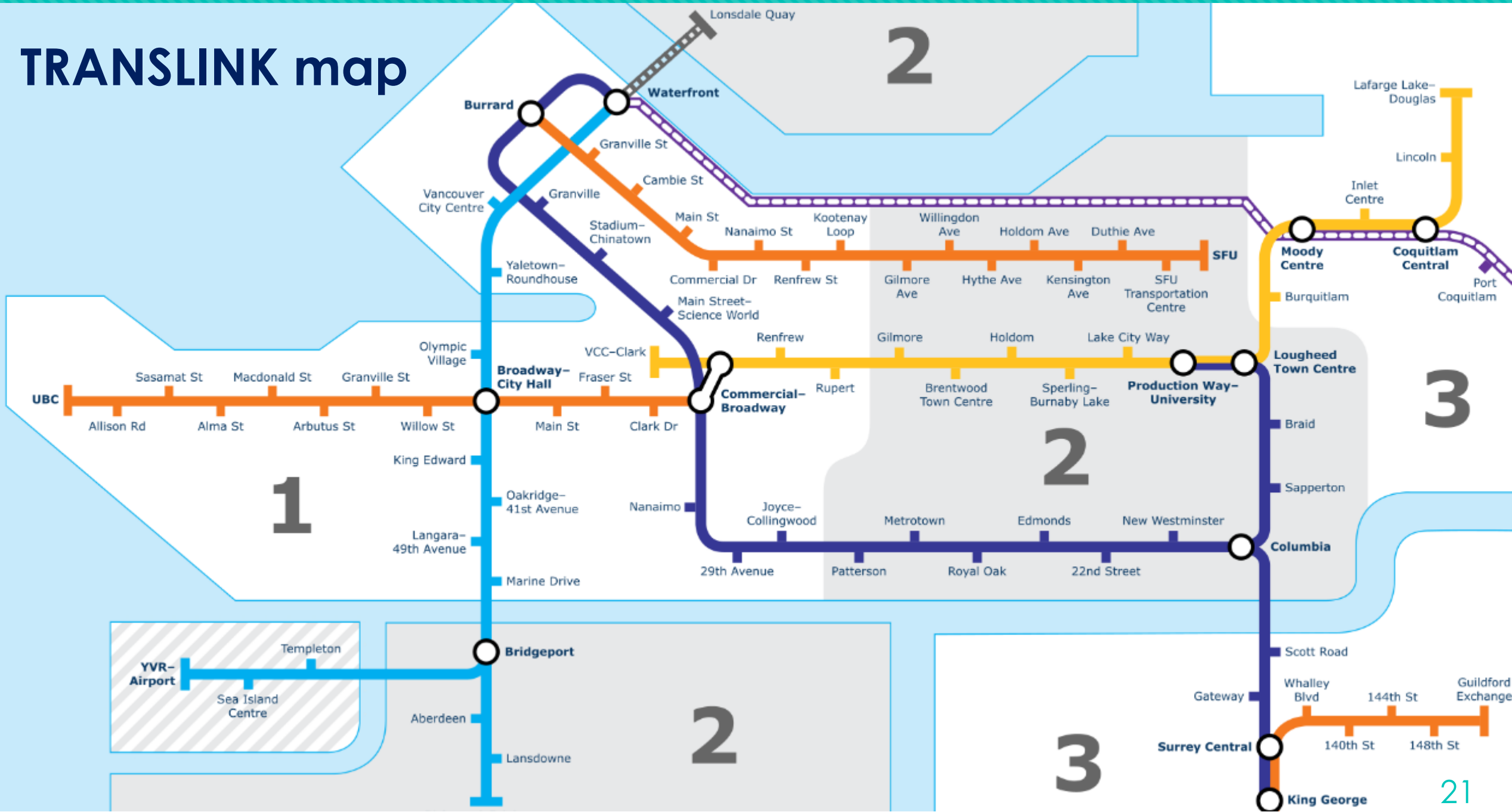
| STORED VALUE |        |        | COMPASS CARD |
|--------------|--------|--------|--------------|
| PASS TYPE    | 1-ZONE | 2-ZONE | 3-ZONE       |
| Adult        | \$2.45 | \$3.55 | \$4.60       |
| Concession   | \$2    | \$3    | \$4.05       |

| MONTHLY PASSES |          |          | COMPASS CARD |
|----------------|----------|----------|--------------|
| PASS TYPE      | 1-ZONE   | 2-ZONE   | 3-ZONE       |
| Adult          | \$100.25 | \$134.00 | \$181.05     |
| Concession     | -        | -        | \$57.30      |

| DAY PASS   |                     |  | COMPASS CARD/TICKET |
|------------|---------------------|--|---------------------|
| PASS TYPE  | ALL ZONES - ALL DAY |  |                     |
| Adult      | \$10.75             |  |                     |
| Concession | \$8.45              |  |                     |



# TRANSLINK map



# Housing

## Housing

### Apartments and houses in Vancouver

<https://vancouver.craigslist.org/d/housing/search/hhh>

### Shared housing and rooms! (This is usually a cheaper option.)

<https://vancouver.craigslist.org/d/rooms-shares/search/roo>

## Homestay

<http://canadahomestaynetwork.ca/>



# Health Insurance

MSP is BC's provincial health insurance plan.

**Anyone living in BC for six months or longer (including international students) is required by law to enroll in MSP and pay the plan's premiums.**

**Apply online or by mail**

<https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents/eligibility-and-enrolment/how-to-enrol>

The site listed above is only one of the many options for medical insurance Vancouver.

## DO YOU HAVE HEALTH INSURANCE?

Career Co-op students are responsible for purchasing and maintaining valid medical insurance.



**Your health is important to us.**

For information about purchasing medical insurance in Canada please come talk to our registration team.

Room 601

# Safety tips

Vancouver, is a very safe place to visit or live but keeping a smart lookout while venturing around the city is key.

- Stay in well-lit areas. Walk midpoint between curbs and buildings, try to keep from using alleys or less traveled routes between buildings, and avoid bushes.
- Stay near people and avoid taking short cuts alone through vacant lots and other deserted places.
- Carry only necessary cards and money.
- Walk with someone else whenever possible and set up a buddy system with your friends.
- Do not jog alone late at night or walk through the trails alone.
- If there is an emergency **Call 911**