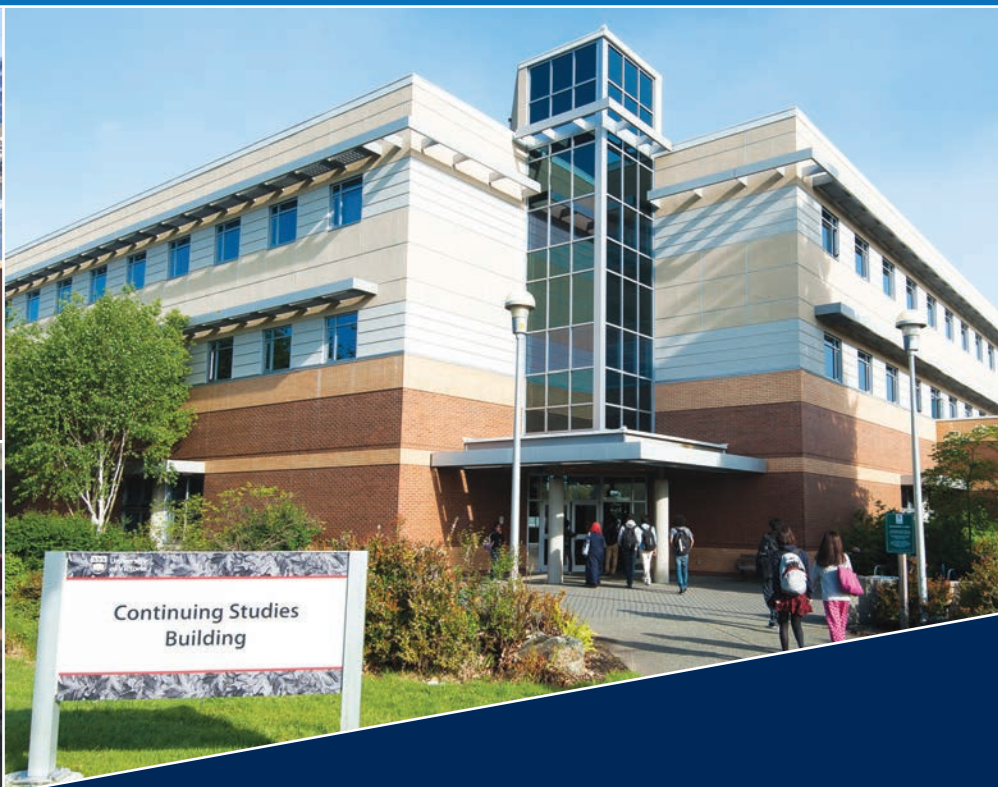


ENGLISH LANGUAGE CENTRE@UVIC



ELPI Welcome Guide



A MESSAGE FROM THE DIRECTOR



Please accept my warmest welcome to beautiful Victoria and the English Language Centre!

As you embark on this journey, our experienced team is ready to make it an unforgettable adventure of learning, growing and fun for you.

It's now time to find unlimited opportunities to improve your English language skills. This is also a unique environment that allows you to connect with students from around the world, learn about different cultures, and share ideas. Language learning in another country can be a life-changing opportunity so let us together make this an experience to remember.

Dr. Seppy Masoodi
English Language Centre Director



TABLE OF CONTENTS



Hello!

We are very excited to welcome you to Victoria! Here at the English Language Centre, you will experience many adventures and meet all kinds of new friends – this guide has important information you can use to begin your journey. We hope you find it useful!

~ ELC Staff, Teachers, and Cultural Assistants

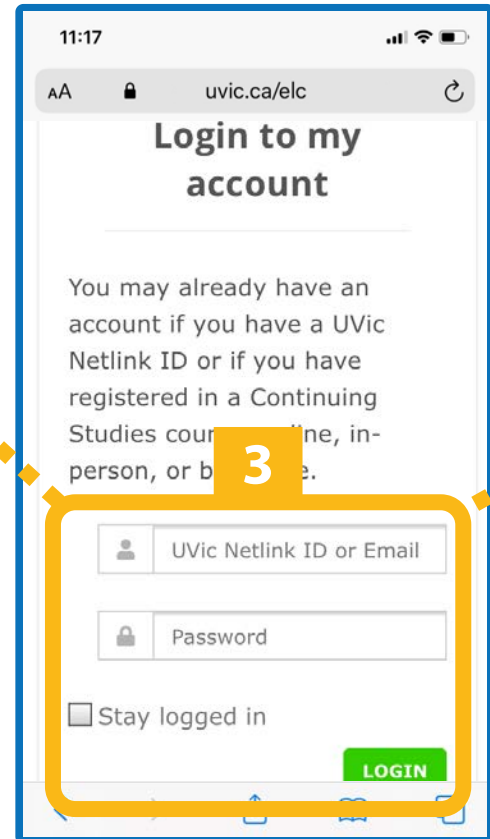
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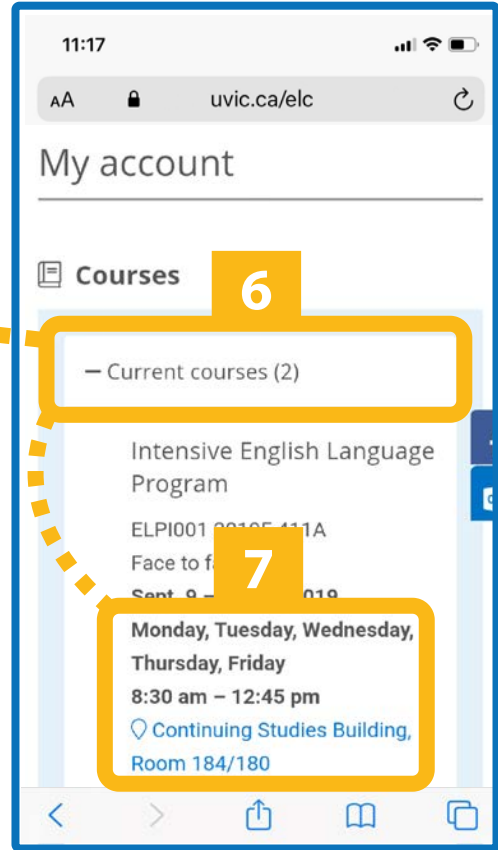
USING MY ACCOUNT + FIND YOUR CLASS



You can use your My Account page to learn what classes you are registered for online!
Here's how:

- 1** Go to uvic.ca/elc.
- 2** Click the **SIGN IN** button in the top-right corner of the page.
- 3** Sign in with using the **Netlink ID** and password you made for yourself before you came to Canada.
- 4** Select **Courses**.
- 5** Select **Current Courses**.
- 6** Your information will be online by the first day of your program!

USING MY ACCOUNT + FIND YOUR CLASS

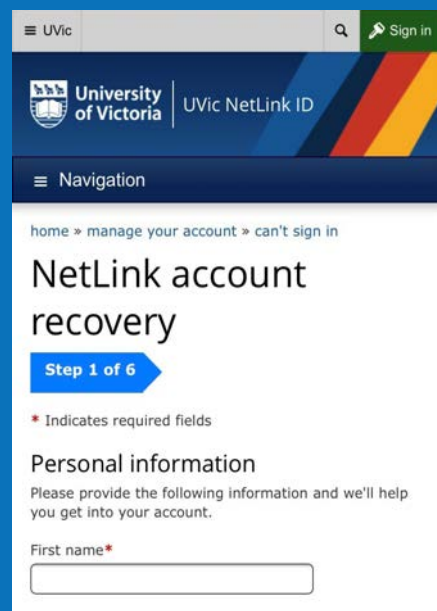


Can't remember your Netlink ID?

Don't worry! First, try checking your email - UVic probably sent you an email to confirm your Netlink ID a few weeks ago. If you can't find it, all you need to access your Netlink ID is:

- Your full name
- Your date of birth
- Your ONECard's V Number

Visit uvic.ca/netlink/recover and get started!



YOUR UVIC ONECARD



Your ONECard is your UVic identification



You can use it to buy things on campus



You can also use it to ride public buses in the city

You will get your ONECard during your campus tour! You can use it for many things, including:

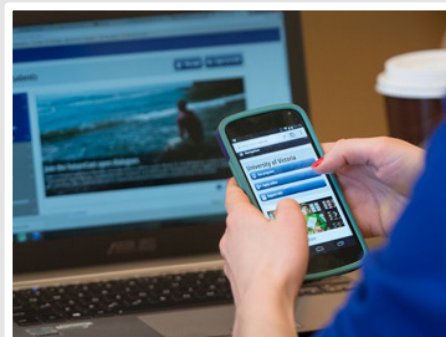
- Buying food at University Food Services and UVSS Food Outlets
- Riding public buses anywhere in Victoria
- Access to CARSA, UVic's campus gym
- Purchases at the UVic Bookstore
- Paying for printing at ZAP Copy in the Student Union Building
- Borrowing books from the McPherson Library
- Paying for printing at the McPherson Library
- Proof of identification for UVic Health Services

Loading money onto your ONECard

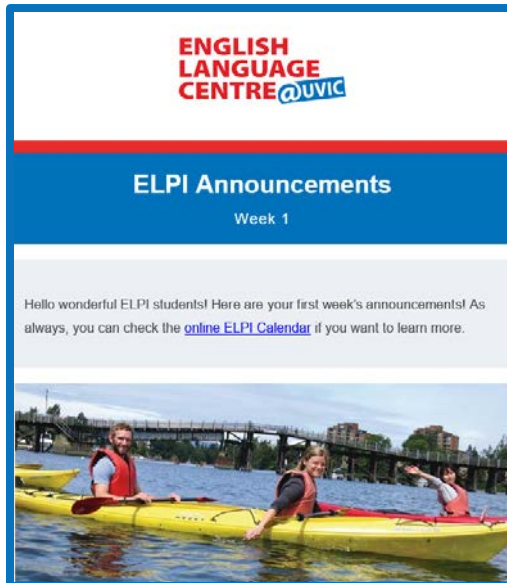
To put money on your ONECard so you can use it across campus, visit the ONECard office in the University Centre. You can also load money online at uvic.ca/onecard!

Lost your ONECard?

It's okay! First, freeze your card at uvic.ca/onecard so no one can spend your money, then visit the ONECard Office at the University Centre. If it has not been found and returned, it will cost \$20 to replace.



LEARN ABOUT UPCOMING EVENTS




While you are a student at the English Language Centre, we will help you learn about upcoming events by sending you Announcement emails. These emails will have important information about each activity during the next week: what is happening, where it will be, when it will be, and how you can join!

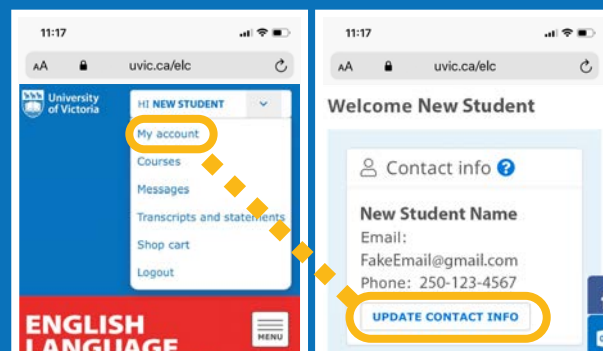
Your Program Calendar shows basic information for every ELC event - this will help you plan for activities weeks in advance! You can always check your calendar online at uvic.ca/elc/current-students.

Make sure your email is correct

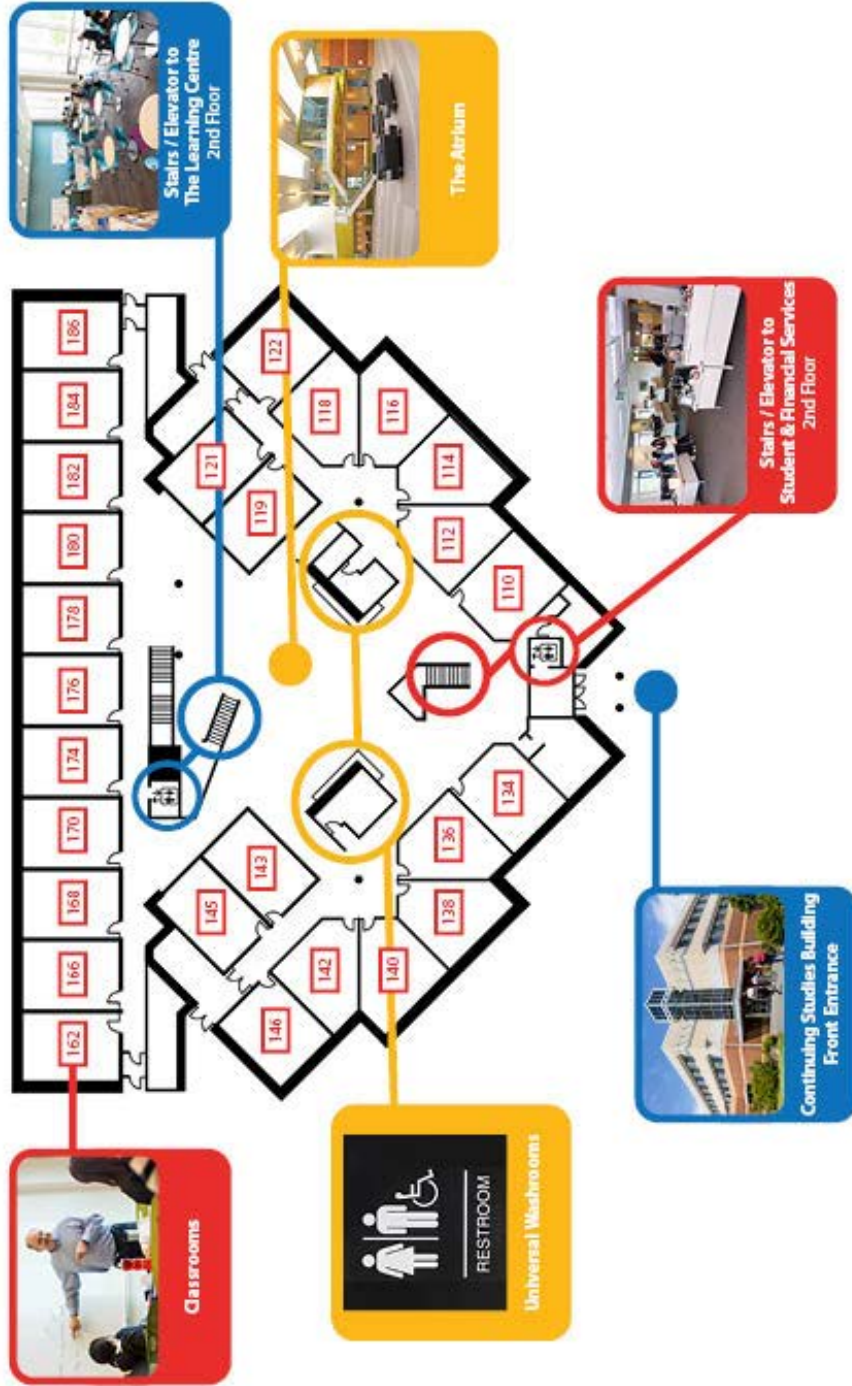
We also use email to send you very important information such as detailed instructions for Additional Cost Activities that you've purchased, so make sure it's correct!

Check or change your email

You can check or change your email using **My Account**. Just log in and select **Messages!**



English Language Centre Map



STUDENT & FINANCIAL SERVICES



If you are confused or have any questions, **Student & Financial Services** is a great place to start looking for answers!

In this office, we can:

- Make sure you are registered in the right class
- Give you directions to your classroom
- Provide immigration advice related to your program of study
- Sign you up for Additional Cost Activities
- Connect you with our Homestay team
- Help you find lost items
- Assist you with any other questions you have

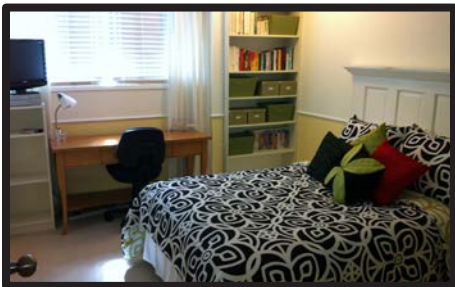
Finding the office

Student & Financial Services is located on the 2nd Floor of the Continuing Studies building.

The easiest way to get there is by using the stairs or elevator directly in front of the building's main entrance. Once you are on the 2nd Floor, the office is beside the main stairwell.

For visual directions, see the English Language Centre Map on Page 7.

UVIC HOMESTAY



UVic Homestay students have access to our wonderful Homestay team! If you have any questions or concerns about your homestay experience, they are always happy to help you.

There are several ways to contact our team:

If you want to send an email, please address your messages to HomestaySupport@uvic.ca.

If you prefer talking on the phone, please call **250-472-4268**.

Want to meet face-to-face? You can make an appointment to talk in person at **Student & Financial Services**.

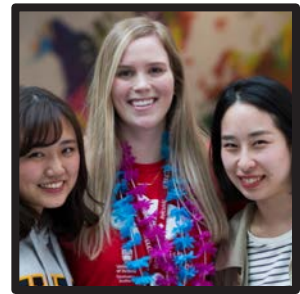
Making an Appointment



Plan a meeting with UVic Homestay at **Student & Financial Services**. Their office is located on the 2nd Floor of the Continuing Studies Building.

For visual directions to the office, see the English Language Centre Map on Page 7.

CULTURAL ASSISTANTS



We have a team of Cultural Assistants - called CAs for short - who are here to help you during ELC events!

CAs lead ELC activities both on and off campus, including **Coffee Socials**, **Sports Activities**, **Conversation Clubs** and **Downtown Tours**.

If you ever need help, just find a person in a **red ELC Staff t-shirt** or **hoodie**. They can:

- Help you join activities like karaoke, music bingo, sports and board games
- Give you directions on campus
- Recommend restaurants in the city and tell you how to get there
- Answer any other questions you have!

The Information Table



During our Coffee Social events, a CA will be at the **Info Table** in the **Atrium!** Here, you can:

- Ask questions about the ELC, UVic, Victoria, Canada and more!
- Get information about weekly program activities.
- Play fun games and win free prizes

THE ATRIUM + WEEKLY ACTIVITIES



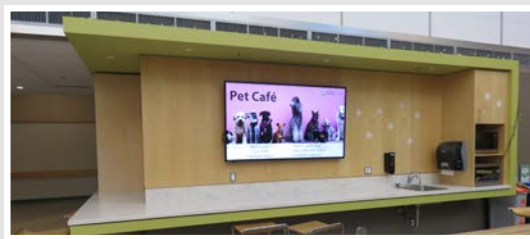
The Atrium is the large, open room at the centre of the Continuing Studies Building. It is a shared public space where you are welcome to relax, eat, study, enjoy activities, or chat with friends.

Microwaves & Kitchenettes



The Atrium is equipped with microwaves, kettles, sinks, soap, and paper towels for your use. Please leave the Atrium clean for others to use!

Announcement Screens



Another way to learn about upcoming ELC and UVic events is by looking at the Announcement Screens in the Atrium!

Watch your email for weekly activity announcements from ELC staff.

THE ATRIUM + WEEKLY ACTIVITIES



The Atrium

Meet here to attend Friday activities.

Coffee Socials

The Atrium | Fridays, 1:00 - 3:00pm

On every other Friday, the ELC hosts a fun afternoon of games, hot drinks and cookies! Each Coffee Social has a different theme, such as karaoke, video games, or a holiday celebration! Cultural Assistants will provide activities, card games, board games, snacks and beverages so you can have lots of fun while practicing your English with friends!

Afternoon Sports

Meet at the Info Table | Fridays, 3:00 - 4:00pm

Some Fridays, the ELC will offer a different sports activity, and may include:

- Soccer
- Basketball
- Volleyball
- Dodgeball
- Badminton
- Yoga
- Dance
- Ultimate Frisbee



THE LEARNING CENTRE



The Learning Centre is the perfect place for practicing your English outside of class!

Inside the Drop-In Centre, you can:

- Practice your speaking and listening in real conversations with Canadian volunteers
- Show a Canadian volunteer your writing and receive feedback
- Talk to the Learning Centre CA about available services
- Practice reading by borrowing books written for English Language Learners of all levels
- Use computers to practice pronunciation with a special program, or do your homework

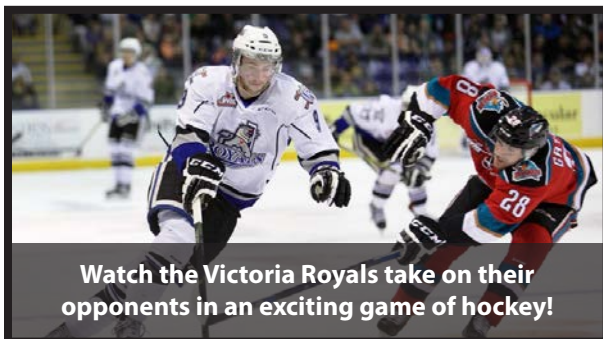
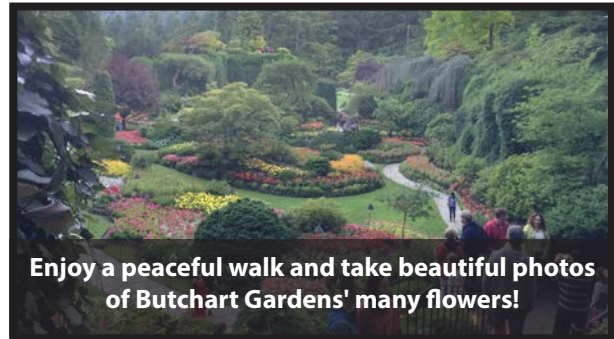


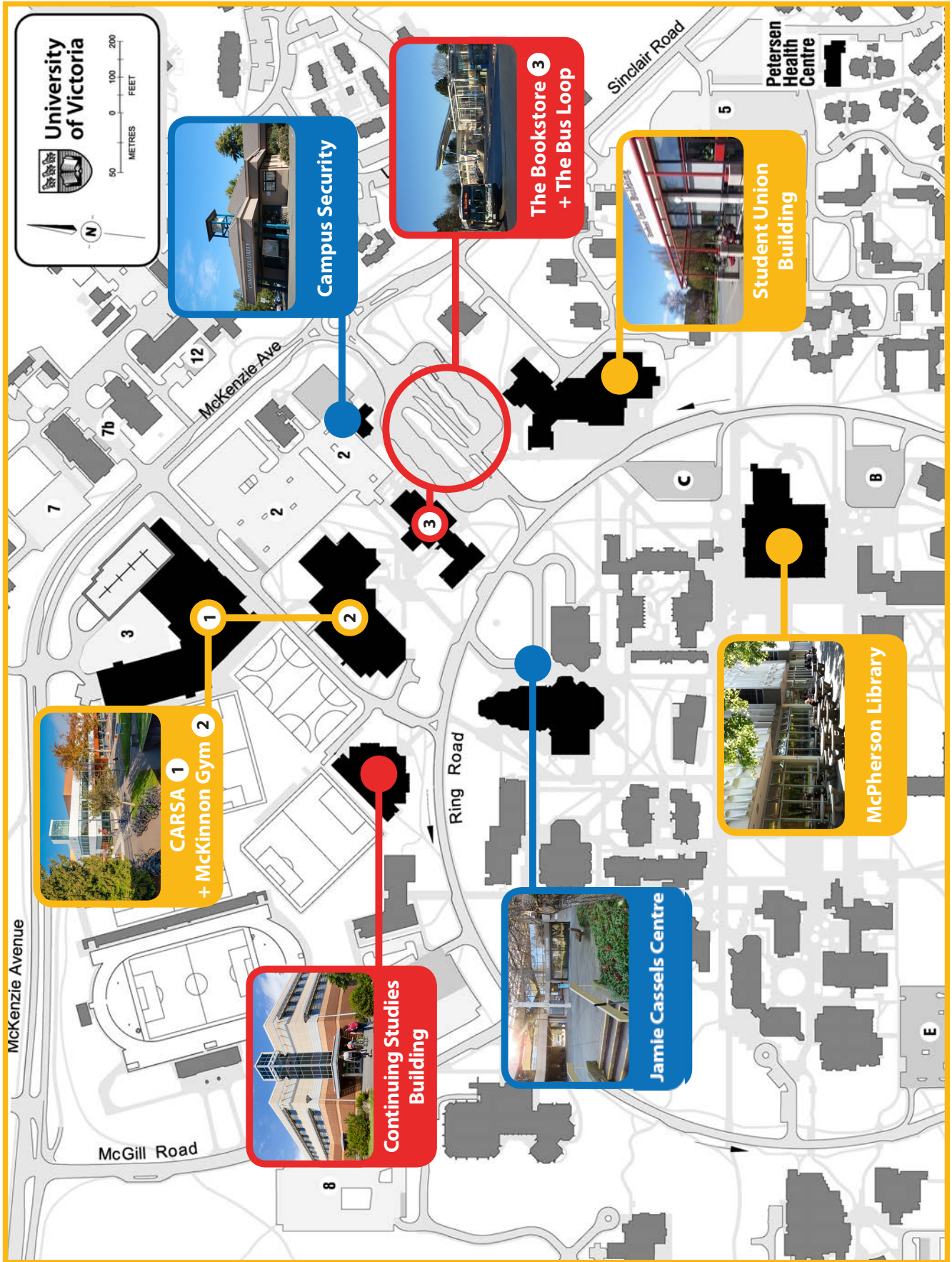
ADDITIONAL COST ACTIVITIES

Want to experience even more of Victoria? Students are able to purchase tickets to the ELC's **Additional Cost Activities** at the **Student & Financial Services** office, or buy them online at uvic.ca/elc/current-students/activities.

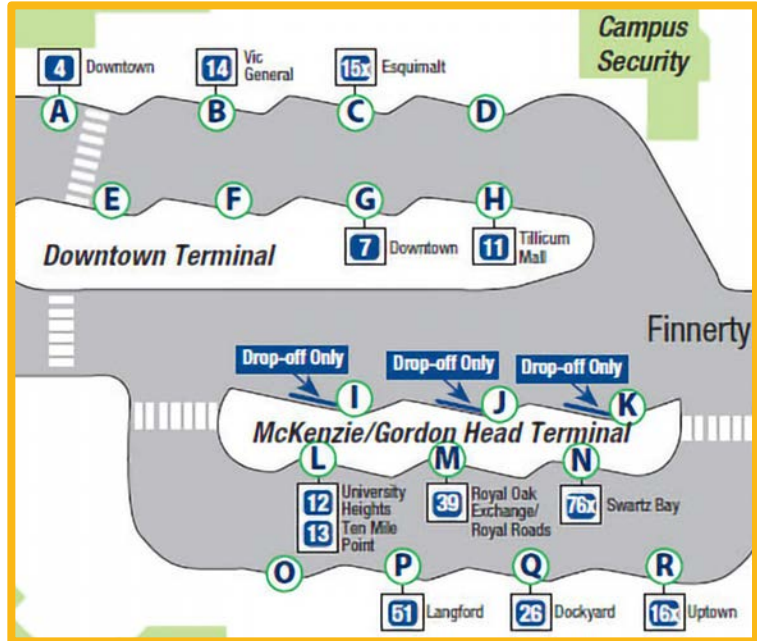
Before each trip, you will receive an email with details about the activity. Make sure your **My Account** is connected to an email that you check regularly (see Page 6)!

You will need your **ONECard** to purchase tickets. You can pay with cash or credit card. Please note that all sales are final and we cannot offer refunds!





THE BUS LOOP + CAMPUS SECURITY



The Bus Loop (also called UVic Exchange) is the final stop for all Victoria public buses that travel to UVic. From this location, you can travel to almost any Greater Victoria neighbourhood: Downtown, Oak Bay, Saanich, Esquimalt, Langford, Sidney and more!

If you want to go downtown, all of the bus stops in the Downtown Terminal beside the UVic Bookstore (Bus Stops A - H) will take you there. Buses that go to other Greater Victoria locations usually depart from the McKenzie/Gordon Head Terminal, which is next to the Student Union Building (Bus Stops L - R).

Do you need help planning a trip that uses a bus? See Page 25 or ask a Cultural Assistant!

Campus Security

Keeping UVic safe

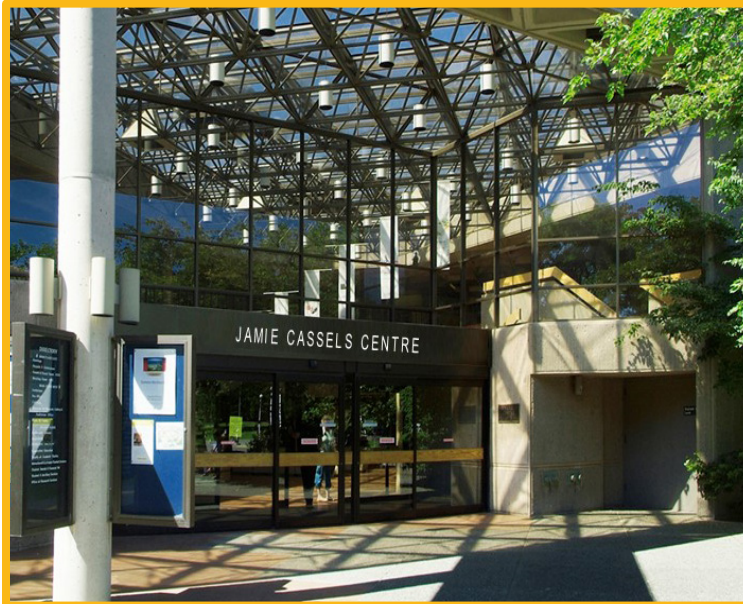
If you get hurt, feel unsafe, or see anything suspicious while you're at UVic, call Campus Security at **250-721-7599**. Their office is by the Bus Loop - open 24 hours a day, 7 days a week!

Lost and Found

If you lose an item at UVic and it hasn't been returned to the ELC's Student & Financial Services area, it might be in Campus Security's Lost and Found. Visit or phone during daytime hours!



THE JAMIE CASSELS CENTRE



UVic's Jamie Cassels Centre is home to many different and useful areas for ELC students.

It is located directly across Ring Road from the Continuing Studies Building. Here, you can:

- **Get on private charter buses** outside the building entrance for ELC trips going to Butchart Gardens and Vancouver
- Purchase lunch and snacks at the many different food outlets in **Mystic Market**
- Ask any questions you have about UVic at the **Welcome Centre**
- Buy Student Rush tickets and enjoy performances at the **Farquhar Auditorium**

The ONECard Office



The **ONECard Office** is located on the first floor of the University Centre.

Here, you'll receive your ONECard student identification on your campus tour.

You can also come to the office to add funds to your card, or to replace your card if it has been lost.

EATING ON CAMPUS

There are many places where you can buy food and sit down to eat on UVic's campus! Below are five locations that accept cash, debit, credit card and ONECard:



The Cove

Inside "Building 1", next to the SUB

The Cove has 10 food kiosks which include vegan, vegetarian, no-gluten and no-dairy options.



Mystic Market

Inside the Jamie Cassels Centre

Mystic Market contains many different restaurants and lots of tables for eating!

UVSS Food Outlets

Inside the Student Union Building (SUB)

The SUB has a grill, health food bar, coffee shop, and more!

BiblioCafé

Inside the McPherson Library

Closed for the summer.

Starbucks

Beside the Bus Loop

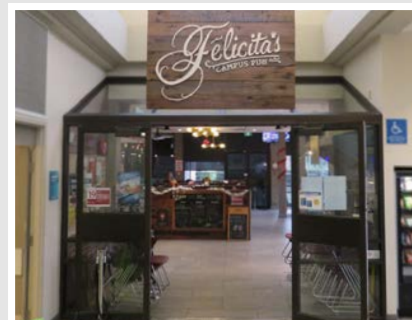
The only Starbucks that accepts ONECard!

And those are only five of UVic's many food outlet locations! For a list of every place to eat at UVic, and information like store hours and specials, visit uvic.ca/services/food.

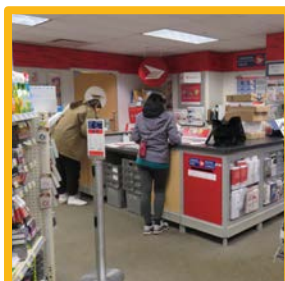
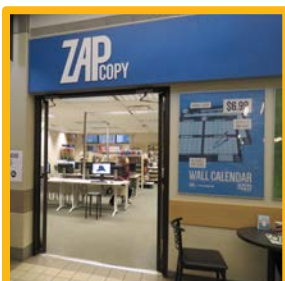
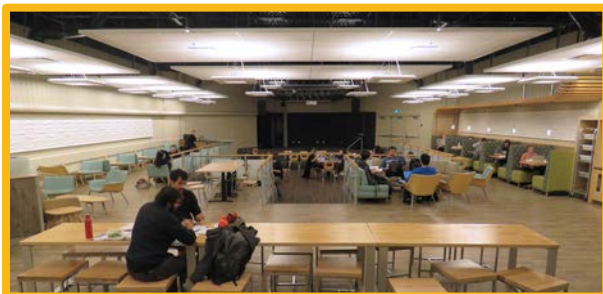
Felicita's Campus Pub, SUB

This is a great place to enjoy food, drinks, and entertainment! In addition to its bar and table-side service, Felicita's frequently hosts local bands and fun community events like Karaoke Night.

You must be the legal drinking age (19 or older) to enter, and will need to show **a government issued ID**. Felicita's is **unable to accept ONECard as ID or payment**, so make sure you come prepared!



THE STUDENT UNION BUILDING



The **Student Union Building** - called the **SUB** for short - is a building full of businesses run by UVic students.

Some of the most useful places in the SUB for ELC students are:

- **The UVSS food outlets**, where you can buy health food, grilled food, pizza, snacks, coffee, soda, and more!
- The **Vertigo Lounge**, a great place to eat with plenty of seating and tables
- **ZAP Copy**, a store where you can print your documents and assignments
- The **Post Office**, where you can send mail
- **Heart Pharmacy**, where you can buy medicine and other pharmacy items

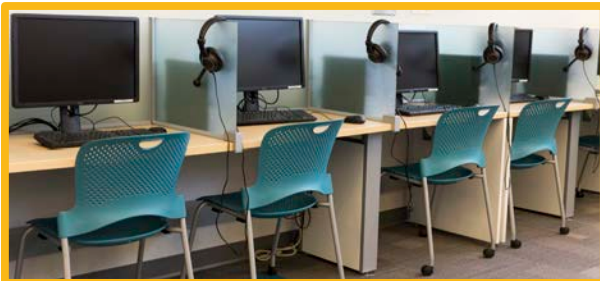
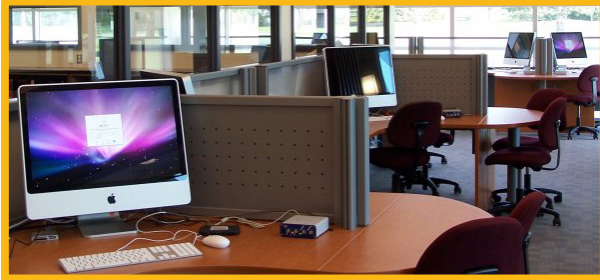
Cinecenta Movie Theatre



Cinecenta is the campus movie theatre. Located in the SUB beside the Bus Loop entrance, this is a great place to see all kinds of films for a great price!

Cinecenta is also where you can find the **Munchie Bar**, a small shop where you can buy coffee, snacks, and sandwiches, as well as - of course - popcorn!

CAMPUS COMPUTERS + PRINTING



Computers

If you need to use a computer, you can find many available on the first floor of the **McPherson Library**. You can log into any of these computers with your **Netlink ID** and password (see Page 4).

The **Learning Centre** also has some computers that you are welcome to use for English homework! However, the Learning Centre does not have a printer.

Printing

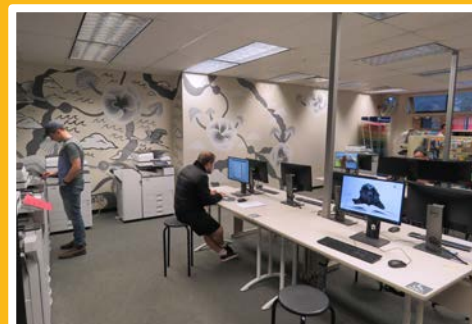
The McPherson Library has four print stations. Black & White printing is **\$0.12 per page**, which you pay for using your **ONECard** (see Page 5). You can access these print stations from any library computer - if you need help, library staff are happy to assist you!

ZAP Copy

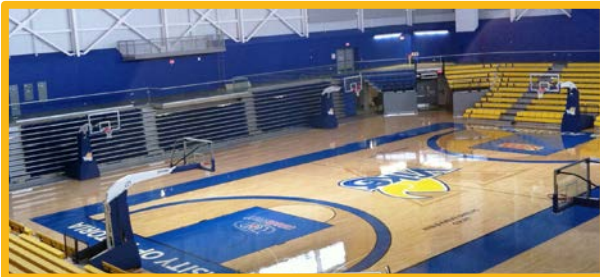
ZAP Copy is another place you can print your documents and assignments. It is located in the Student Union Building.

Like the McPherson Library, you always use your **ONECard** to pay for printing at this store - a ZAP staff member can help you set up your account if you need assistance.

At ZAP, printing is a little less expensive than at the library: Black & White printing is only **\$0.10 per page!**



CAMPUS GYMS



CARSA

This is UVic's Centre for Athletics, Recreation, and Special Abilities. ELC students receive the gym's **ALL IN Fit and Climb** package, which includes full access to:

- The CARSA fitness weight centre
- The CARSA rock climbing centre
- Reservations for group fitness classes
- Drop-in times at the field sport house
- Free tickets to Vikes games and events
- And more!

You must sign an **online waiver** before you visit CARSA's facilities for the first time. You are required to show your government issued ID and proof of double vaccination at the door.

The climbing wall requires climbing shoes (you can rent climbing shoes at CARSA).

You can check online for drop-in times and book group fitness classes at activeliving.uvic.ca.

McKinnon Gym

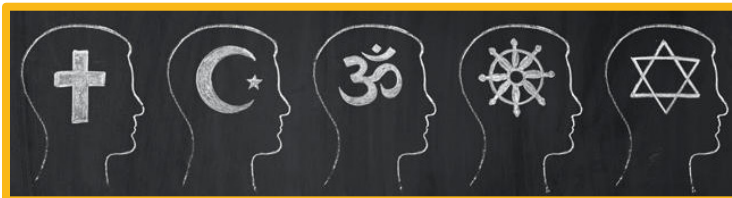
Your CARSA membership includes access to both CARSA building and the McKinnon fitness centre and pool!

The McKinnon gym is located between CARSA and the UVic Bookstore. See Page 15 for visual directions.

To use a locker at the McKinnon gym, remember to bring your own combination lock!



MULTIFAITH SERVICES



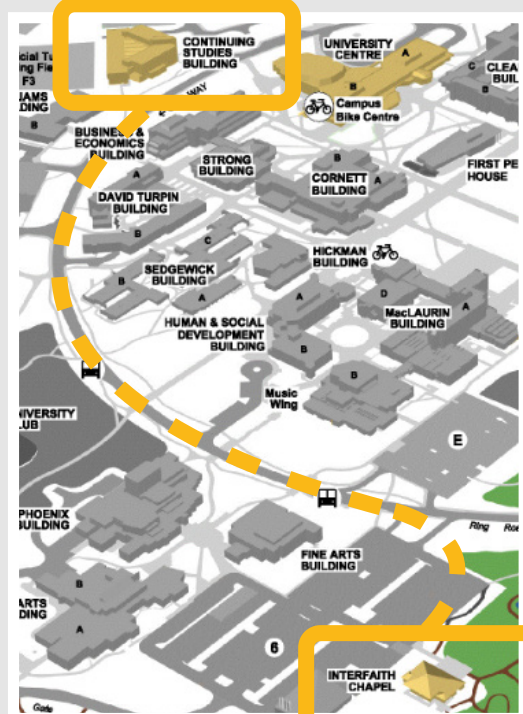
Multifaith Services seeks to foster community while providing religious and spiritual support and spiritual care for the students and staff at the University of Victoria.

With a wide variety of spiritual leaders of many different religions, Multifaith Services can offer:

- Prayer and meditation groups
- Pastoral counseling
- Weekly activities such as a Pet Café, drumming, and Laughter Yoga
- Workshops on a variety of interests

Want to get connected? You can visit uvic.ca/multifaith to learn more!

Finding the Interfaith Chapel



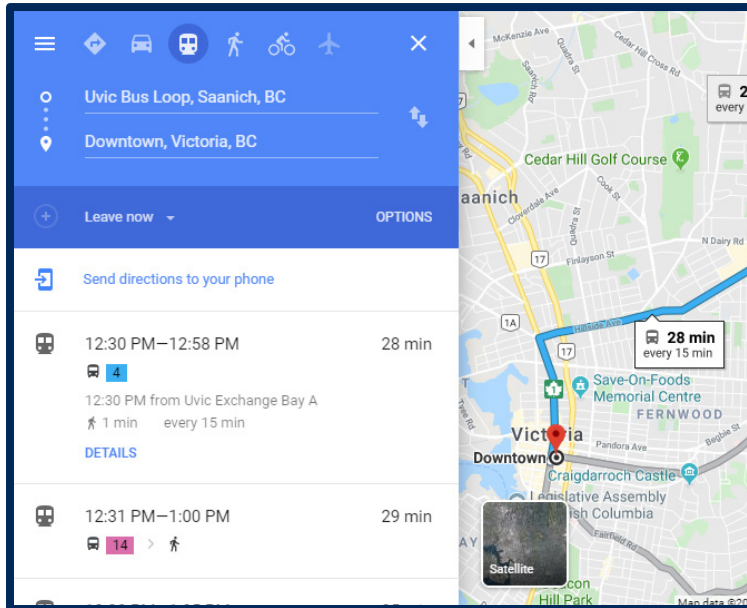
Greater Victoria



Downtown Victoria



TAKING THE BUS IN VICTORIA



Your **ONECard** allows you to ride on any BC Transit bus while in Victoria. Here are some helpful tips for taking the bus:

- **Plan to arrive at the bus stop a few minutes early.** Buses often don't arrive exactly on schedule, and might leave without you if they are a little early.
- When you first get on the bus, **swipe your ONECard across the top of the farebox** to be allowed on. Please **DO NOT INSERT** your card into the farebox like paying with cash - it will destroy your ONECard!
- Press a **red STOP button** (or pull on one of the **yellow cables** along the bus windows) to let the driver know you want to get off at the next bus stop.
- The seats at the front of the bus are called **courtesy seating**. You are welcome to sit there, but if a senior citizen or someone with a wheelchair or stroller needs a seat, please offer these chairs to them.

Planning Your Trip

When you take the bus, knowing where to go is very important! You can plan your trip on your phone with free applications like **Next Ride** or **Google Maps**.

Safety Stops

If you ever feel unsafe, you can ask the bus driver to let you off between regular bus stops. Please ask your driver at least one stop ahead of where you want to get off.

MEDICAL INSURANCE + HEALTH CLINICS



All students at the English Language Centre have paid the **UVSS Student Services Fee**. This means that you have **guard.me** medical insurance coverage for the duration of your studies with us.

This plan covers medical services required to address new and unexpected illness or injury. More information is available at continuingstudies.uvic.ca/uvcsguardme.

Find a Health Clinic

If you need to talk to a health professional in person, go to guard.me/uvcs, select **Find a Canadian Clinic**, and follow the easy instructions. The website will bring up a list of available clinics close to you! **DO NOT** go in person until you have made an appointment online or by phone.

Using the **mobileDOCTOR** App

If you are feeling unwell, you can use the **mobileDOCTOR** app from anywhere, for immediate medical advice. This app offers confidential video consultation to international students 24/7.

Be prepared for an unexpected illness by downloading the **mobileDOCTOR** app and following the steps at guard.me/uvic/mobileDOCTOR. You will need your policy number and date of birth.

Submit an Insurance Claim

In some situations you will need to pay the clinic and then submit a claim to **guard.me** to be reimbursed for eligible services. Visit guard.me/uvcs, select **Submit a Claim** and follow the easy instructions!

PERSONAL SAFETY



Canada is a wonderful place to visit and study - a peaceful and friendly country. But it is always better to be safe than sorry, so here are some tips to help you stay comfortable and safe:

- Never leave your items alone in a public space
- When you go out, plan ahead! Know where you are going and how to get there
- If someone is bothering you, don't worry about their feelings - tell them to stop!
- When you go out at night, go out with friends
- You can always ask Canadian police for help - they are friendly and professional
- **In an emergency, call 9-1-1.**

Don't be Fooled by Scams

Some people may try to trick you into giving them your money/personal information over the phone or online. Use this advice to protect yourself:

Stop, wait and talk to someone you trust, first. Before you transfer money or information, stop. First ask your homestay parent, or someone you trust if you are worried. If an email from a friend seems strange, don't reply - ask them about their message another way. **Research online.** If a company wants something from you, look up their company name/address online along with "scam" or "fake." You can see if other people have been tricked.

COUNSELLING & ADVISING

Sometimes, being in a country far from home can be challenging. It is always okay to ask for help!

At the English Language Centre, free and confidential counselling services are available for you to see someone who will help you.

Common reasons students might need counselling support include:

- Missing home
- Feeling sad, angry, lonely, or upset
- Going through a difficult time
- Having a family emergency



Student Immigration Advising

Are you a temporary resident in Canada and have immigration questions related to your study program?

We have a Regulated International Student Immigration Advisor (RISIA) available to answer your questions.

Common reasons students might need immigration assistance include:

- Want to stay in Canada longer
- Need to extend their current study permit
- Need to travel outside of Canada and return
- Want to work during the program of study

Making an Appointment

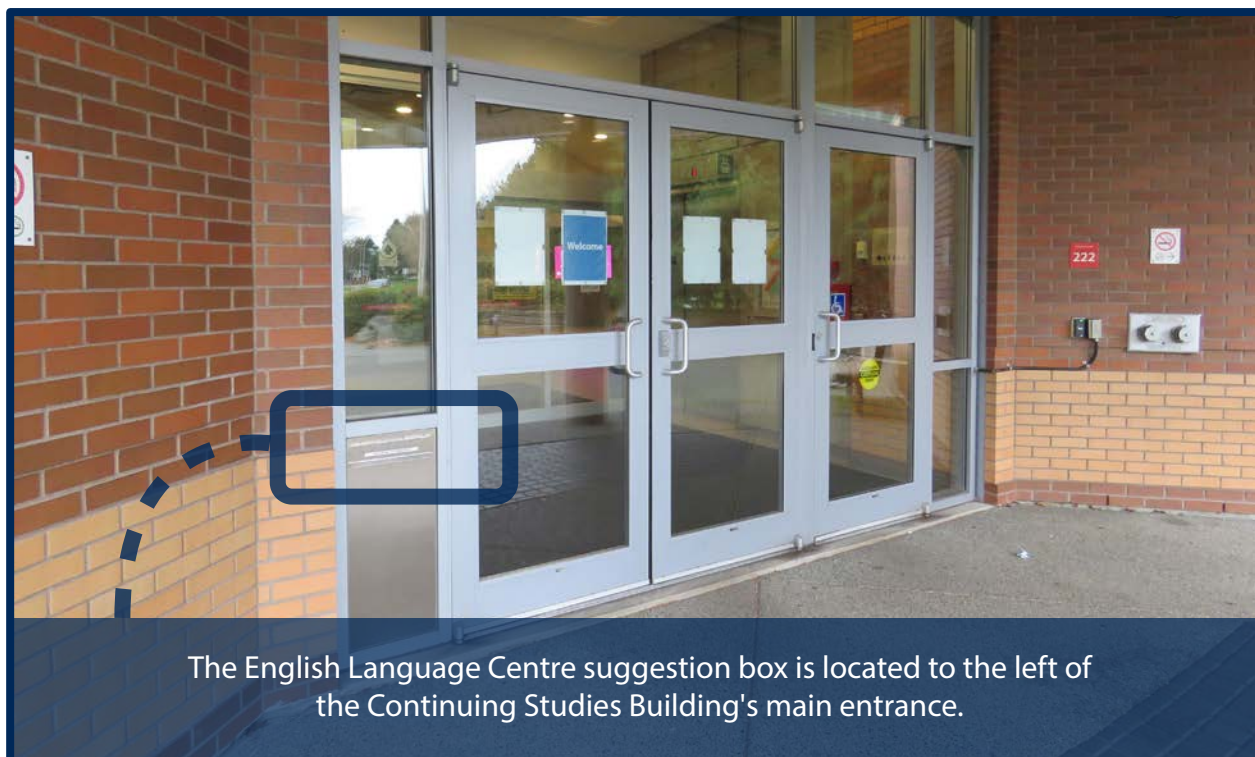
If you want to speak with our **Student Support Coordinator** or the **Student Immigration Advisor**, you can schedule an appointment

To make a meeting, visit the **Student & Financial Services** area and talk to one of our friendly receptionists. Their office is located on the 2nd Floor of the Continuing Studies Building.

For visual directions to the office, see the English Language Centre Map on Page 7.



THE SUGGESTION BOX



The English Language Centre suggestion box is located to the left of the Continuing Studies Building's main entrance.

The English Language Centre is always happy to hear your feedback and suggestions!

If you have any comments you would like to share with us, please write your comment on a piece of paper and address it to one of the following staff:

- **Academic Issues:** Selena Bryan
- **Activities:** Don Mellings
- **Homestay:** Paula Ceroni
- **Registration:** ELC Registration
- **Classroom:** Your teacher's name
- **Not sure?** ELC Administrator

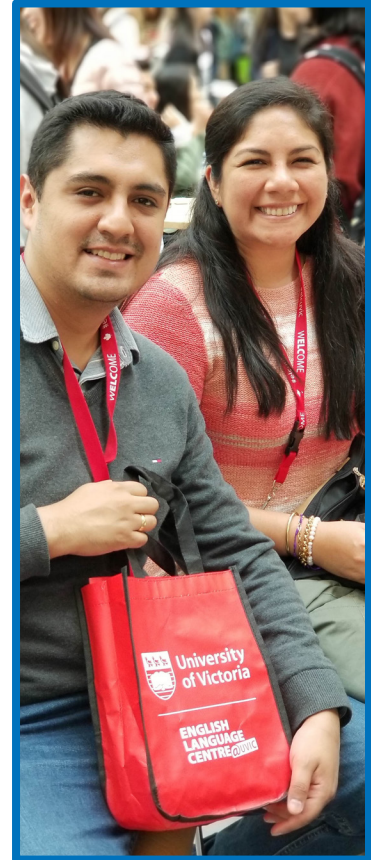
Leave your message in our suggestion box, and it will be delivered shortly.

Talk to Us In-Person



You are also welcome to speak to any of us directly about your ideas or comments! Come to **Student and Financial Services** and let one of our staff know that you want to make an appointment.

For visual directions to the office, see the English Language Centre Map on Page 7.










Contact us

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