Pre-Arrival Handbook
Welcome to Victoria, British Columbia, Canada!
Contents / Checklist

Things to do before you get here
- Medical insurance ............................................................................................................................................................................4
- Personal insurance ...........................................................................................................................................................................4
- Visas and study permits ....................................................................................................................................................................4

Things to bring
- Clothing and accessories ..................................................................................................................................................................5
- Health and hygiene ............................................................................................................................................................................5
- Important documents and finances ....................................................................................................................................................5
- Other items ............................................................................................................................................................................................5

Things to know
- Victoria .............................................................................................................................................................................................................6
- How to get to Victoria ........................................................................................................................................................................6
- Getting around Victoria .......................................................................................................................................................................8
- The University of Victoria ...................................................................................................................................................................9
- Your first day at UVic ........................................................................................................................................................................9
- West coast culture ...............................................................................................................................................................................10
- Canadian money and banking ..........................................................................................................................................................12
- Typical costs of common items ........................................................................................................................................................13
- Contact information .............................................................................................................................................................................14
- Location map of Victoria and Vancouver Island ..................................................................................................................................14
- Map of the University of Victoria ..................................................................................................................................................15

The University of Victoria campus on the coast of Vancouver Island
Dear Student

Congratulations—you are coming to study at the UVic English Language Centre!

The ELC hosts over 3,000 students each year from all over the world. We know that as you prepare to live and study in Victoria you will have many questions, so we have prepared this handbook to help you get ready.

Please read the information carefully and use the checklists provided. The sidebars include helpful websites, explanations of vocabulary used in this handbook, and “frequently asked questions” (FAQs).

We look forward to welcoming you to UVic soon! Our staff is happy to help with any questions you have so please feel free to contact us:

- elc@uvcs.uvic.ca
- (011) 1-250-721-8469

Best wishes from Victoria, on behalf of the UVic English Language Centre.

Dr. Jackie Prowse,
Director, English Language Centre

HELPFUL WEBSITES

University of Victoria:
uvic.ca

English Language Centre
Information about programs, fees and much more:
uvic.ca/elc

Tourist information about Victoria
tourismvictoria.ca

ELC CONTACTS

General ELC information:
elc@uvcs.uvic.ca
Registration and payment questions:
elcreg@uvcs.uvic.ca
Homestay staff:
homestay@uvcs.uvic.ca

VOCABULARY
sidebar: additional information that is printed alongside regular text on a page

The Continuing Studies Building: home of the English Language Centre
These are things you should do before you come to Victoria. Please make sure you give yourself enough time.

☐ Buy medical insurance
ALL students at the English Language Centre must have medical insurance. The medical insurance that you need depends on how long you will stay in Victoria.

BC Medical Services Plan (MSP)
If you plan to stay in the province of British Columbia (BC) for more than six months, you must enroll in the British Columbia Medical Services Plan (MSP) as soon as you arrive.

The waiting time to receive MSP insurance is three months. During the waiting time, you must have private medical insurance.

Application forms and information about monthly premiums are on the BC Medical Services Plan website: www.healthservices.gov.bc.ca/msp

Private medical insurance
You may buy private medical insurance before you leave your home country OR you can buy private medical insurance in Victoria.

Private medical insurance can be bought from AON Medical Insurance Company for about $2.15 per day. You can pay by cash, traveller’s cheques, or credit card. You can buy this insurance online: http://extranet.aon.ca/uvic/index.aspx

If you have private medical insurance, most doctors and hospitals in BC will need direct payment for medical services, and you will be reimbursed by your insurance company.

Please note: Most insurance policies do not cover pre-existing medical conditions, so please check your policy before you leave your country.

Extended Medical Insurance
Canadian students who are not residents of BC should buy out-of-province medical and travel insurance to cover emergency expenses.

☐ Buy personal insurance
It is recommended that all students have insurance. We recommend buying insurance before you come to Victoria. Be sure your insurance policy covers damage or theft of belongings as well as personal liability (in case you damage another person’s property by accident).

☐ Find out what visa/study permit you need
After completing the Program Application Form and paying the application fees, students receive a Letter of Acceptance from UVic to take to the nearest Canadian Embassy/Consulate. It is the student’s responsibility to obtain the correct visa or permit.

Please check the sidebar’s “Helpful Websites” section for visa information and application instructions.

As of March 2016, Canada will require a new entry document, the Electronic Travel Authorization (eTA) for students from “visa-exempt” countries (including Japan, Korea, Spain and Germany) who are travelling to Canada by air. You can find more information about the eTA and apply online at: cic.gc.ca/english/visit/eta-start.asp

HELPFUL WEBSITES
To find general information about study documents and the application process, visit: cic.gc.ca/english/study
To find the nearest consulate, embassy or visa office, visit: cic.gc.ca/english/information/offices/index.asp
A list of countries requiring a visa to visit or transit Canada is available online at: cic.gc.ca/english/visit/visas.asp
Application forms for Temporary Resident Visas (studies less than six months) and Study Permits (studies more than six months) are available online at: cic.gc.ca/english/information/applications/student.asp

FAQ
Q: I am coming to Victoria for less than six months. What kind of medical insurance do I need?
A: You need to buy private medical insurance for the whole time that you are in Victoria.

Q: I am coming to Victoria for more than six months. What kind of medical insurance do I need?
A: You need to buy private medical insurance for the first three months. You must join the BC Medical Services Plan (MSP) when you arrive.

Q: Do I really need Medical Insurance?
A: Yes! The cost of medical care in British Columbia is extremely high for anyone without insurance. One night in a hospital can cost thousands of dollars!

VOCABULARY
premiums: cost for insurance
reimbursed: paid back
liability: responsibility
Things to bring

If you will be in Victoria in our late spring and summer months (June to August), bring light summer clothes and a warmer jacket to wear in the evening.

If you will be in Victoria between the months of September and May, bring warm clothing and shoes or boots for wet weather.

Most students at the University of Victoria wear casual clothes.

If you live in a UVic dormitory (available in July and August) you will be provided with a bed, a desk, a lamp, a dresser, a mirror, sheets, pillowcase, and blankets. You should bring a towel and facecloth with you.

Clothing and accessories

- Casual clothes for daily wear
- Semi-formal clothes for special occasions
- Sweatshirts and/or sweaters
- Rain jacket (and umbrella)
- Walking shoes (running shoes are great)
- Swimsuit
- Sunglasses and sunscreen
- Bag or backpack to carry books
- Special sports clothing or equipment (bicycle helmet, ski clothing, etc.)
- Shoes or boots for wet weather
- Warm jacket

Health and hygiene

- Personal hygiene items (soap, shampoo, toothbrush, etc.)
- Towel and facecloth (except for Homestay students)
- Prescription medication (if needed)
- Eyeglasses and eye care requirements, and a copy of your prescription (in case of emergency)

Important documents and finances

- Passport and airline tickets
- A credit card (Visa, Mastercard, etc.), bank card and some Canadian money
- Two pieces of government-issued identification with your current picture and birth date
- Medical insurance policy
- Insurance for personal items and personal liability
- Any Canadian Immigration documents issued to you

Other items

- Camera and memory card
- Bilingual dictionary (your language and English)
- Personal journal and address book
- Small gifts to give to new friends
- Pictures of your home and family
- Items from your country or province that represent your culture, to share with people from other cultures (flag, traditional clothing, music, candies, etc.)

Baggage information

Please check with your airline about their baggage limits (number of suitcases and maximum weight of each piece). Many students find that they return home from Victoria with more items than they arrived with. We recommend bringing two suitcases even if they are not full when you arrive in Victoria. If you bring only one suitcase and it weighs more than the allowable weight limit, you may be forced to leave some items behind.

VOCABULARY

- casual clothes: jeans, t-shirts, sweatshirts or other clothes which are popular and comfortable to wear
- semi-formal clothes: evening clothes such as a suit or collared shirt and tie for men and pant suits, dresses or a nice skirt for women
- hygiene: cleanliness of the body
- issued: given
Victoria is located on Vancouver Island, and is the capital city of British Columbia. It is a safe and friendly medium-sized city that has been voted “one of the 10 most livable cities in the world.” Victoria has the mildest weather in Canada. This means that people can enjoy the natural beauty of the island’s ocean, mountains, and lakes all year. People who live in Victoria will welcome you to our beautiful city and they are proud to share West Coast Canadian life with you.

**Climate**

Victoria has a very moderate climate (please see the climate chart). We do not normally have very hot or cold temperatures. Summer is comfortably warm and dry with temperatures from 15 to 25 degrees Celsius. Our winter is short and often brings rain and wind. Snowfall is rare in Victoria.

**How to get to Victoria**

Victoria is on Vancouver Island, not in Vancouver!

To get from Vancouver to Victoria, you must take a plane or a ferry. If you have a long flight to Vancouver, you should take an airplane to Victoria, as you may be very tired. By bus and ferry it takes over three hours to travel from Vancouver to Victoria; by plane it takes 20 minutes. If you are flying, please double-check that your ticket is to Victoria.

**From Vancouver Airport**

**Airplane from Vancouver International Airport to Victoria International Airport:**

It is a 20-minute flight from Vancouver International Airport to Victoria International Airport. If you wish to fly to Victoria, you should reserve a plane ticket through your travel agent before coming to Canada.

**When you arrive at Victoria International Airport:**

1. Collect your luggage.
2. Exit the airport through the doors in the arrival area.
3. Look for the YYJ Airpotr Shuttle Bus kiosk to buy a ticket. The cost per person is approximately $25–30 CAD. OR Take a taxi to UVic or downtown. This is a more expensive option ($60-70 CAD).

**If you are staying in a UVic dormitory:**

Tell the shuttle or taxi driver that you will be going to the University of Victoria Housing Office located in Parking Lot #5 off Sinclair Road. Check in at the Housing Office to pick up the key and directions for your dormitory.

**If you are going downtown:**

The YYJ Airport Shuttle Bus stops at all major downtown hotels.

You can take a Pacific Coach Lines bus (PCL) from the Vancouver Airport to downtown Victoria. The directions are:

1. After going through customs at the Vancouver International Airport, exit the airport through the first doors in the arrival area.
2. Outside the airport, turn right. You will see a Pacific Coach Lines (PCL) kiosk. Buy a one-way ticket to downtown Victoria. (Cost: approximately $45 CAD)
3. The PCL bus will take you onto a BC Ferry. The ferry takes one hour and 35 minutes to get to Swartz Bay near Victoria. From Swartz Bay to downtown Victoria it is approximately 30–40 minutes.
4. To go to the University of Victoria from downtown Victoria, find a taxi outside the bus terminal.
5. Tell the taxi driver to take you to the University of Victoria Housing Office located in Parking Lot #5 off Sinclair Road (approximately $20). Check in at the Housing Office to pick up your room key and directions to your dormitory.

**Vocabulary**

- **kiosk:** a booth or stall for selling something
- **shuttle:** a direct bus that travels a short route

**HELPFUL WEBSITES**

- Pacific Coach Lines pacificcoach.com
- B.C. Ferries bcferries.com/schedules/
- Victoria International Airport (YYJ) victoriaairport.com
- Vancouver International Airport (YVR) yvr.ca/
- BC Transit (Victoria) bctransit.com/regions/vic/
- YYJ Airport Shuttle: yyjairportshuttle.com (shuttle buses depart from the Victoria Airport to downtown Victoria every 40-60 minutes).

**Vocabulary**

- kiosk: a booth or stall for selling something
- shuttle: a direct bus that travels a short route

**HELPFUL WEBSITES**

- Pacific Coach Lines pacificcoach.com
- B.C. Ferries bcferries.com/schedules/
- Victoria International Airport (YYJ) victoriaairport.com
- Vancouver International Airport (YVR) yvr.ca/
- BC Transit (Victoria) bctransit.com/regions/vic/
- YYJ Airport Shuttle: yyjairportshuttle.com (shuttle buses depart from the Victoria Airport to downtown Victoria every 40-60 minutes).

**Vocabulary**

- kiosk: a booth or stall for selling something
- shuttle: a direct bus that travels a short route
From Downtown Vancouver to Downtown Victoria by bus and BC ferry:

Pacific Coach Lines (PCL) offers regular bus service from the downtown Vancouver Bus Terminal to downtown Victoria via a BC Ferry. Buses leave the terminal every 2nd hour from 7:40 am – 7:40 pm (depending on the season and ferry schedule). The ferry trip takes one hour and 35 minutes to Swartz Bay near Victoria. From Swartz Bay to downtown Victoria it is 30–40 minutes. (Cost: approximately $45)

From Swartz Bay (ferry terminal in Victoria) to Downtown Victoria and UVic:

You can travel from the Swartz Bay Ferry Terminal to downtown Victoria in three ways:

1. **Buy a PCL bus ticket at the kiosk on the ferry during the first half hour of the ferry trip.** The PCL will take you directly to downtown Victoria, and from there you can take a local bus or taxi to UVic. Cost: $21 CAD. OR
2. **Take a local bus (bus #70 Downtown) in front of the ferry terminal.** This is the cheapest way to get to downtown Victoria, but if you have a lot of luggage, it is not the most convenient way. (Cost: $2.50 CAD; travel time: one hour) OR
3. **Take a taxi from the ferry terminal to the University or to downtown Victoria.** If you take a taxi to UVic, ask the driver to take you to the University of Victoria Housing Office located near Parking Lot 5 off Sinclair Road. (Cost: $50–$60 CAD; travel time: 30–40 minutes)

From Downtown Victoria to UVic by bus:

When you arrive downtown, you must take another bus (bus #4–UVic, #11–UVic, #14–UVic, #15–UVic Express) to the main UVic bus terminal. From downtown to UVic it is 15–20 minutes. Cost: $25 CAD
Getting around Victoria

Buses
Public buses are very popular and inexpensive in Victoria. You can get to most places in the city by bus. Most buses run from about 6:30 a.m. to midnight, seven days a week.

The cheapest way to ride the bus is to buy a monthly bus pass. You can buy this bus pass at a discounted price at the Reception Desk on the second floor of the Continuing Studies Building (CST), once you have your student identification card (during the first week of most programs). You may purchase a bus pass at the regular price at the Student Union Building (the SUB) on campus or at many convenience stores.

You can also buy daily bus passes, one-way bus tickets, or pay in cash on the bus. If you pay cash, you must have the exact amount of money because bus drivers cannot give you change.

Bus fares are:

- One-way fare (cash): $2.50
- Daily bus pass: $5.00
- Ten one-way bus tickets: $22.50
- Monthly bus pass (discounted price, purchased at CST): $77.00
- Monthly bus pass (regular price, purchased elsewhere): $85.00

Taxis
Taxis are a very convenient way to travel, especially late at night or to get to areas where bus service is limited. A taxi ride of about 15 minutes should cost approximately $20–$25.

The best way to hire a taxi is to phone a taxi company and tell them your name and location. It is not common to wave for a taxi.

Bicycles
Bicycles are popular in Victoria; it is easy to buy new or used ones. Prices range from about $50 (used) to several hundred dollars (new). You must always wear a bicycle helmet when riding your bike. When riding at night, you must also have bicycle lights.

Bike rentals cost approximately $20/day.

Victoria’s Inner Harbour with the famous Empress Hotel in the background
The University of Victoria (UVic)

The University of Victoria ranks in the top 1% of world universities and is a leader in international education. Over 20,000 students study in degree programs at the undergraduate, graduate and doctorate level in UVic’s 12 faculties. The English Language Centre has been part of UVic’s exciting student community for over 45 years!

Learn more about UVic: uvic.ca

The English Language Centre (ELC)

The ELC is centrally-located on campus in the Continuing Studies Building (see the map on page 13).

- We encourage students to get involved in life on campus and enjoy all it has to offer. This could mean joining a student club, playing sports, visiting our gardens or hiking on our nature trails. Our campus is full of possibilities!

- UVic’s new Centre for Athletics, Recreation and Special Abilities (CARSA) is located next door to the ELC. Our students are welcome to use its world-class fitness facilities, join sports clubs or take classes by purchasing a membership or paying a drop-in fee.

- Our Computer Assisted Language Learning (CALL) Facility is one of the best locations to study a language. Language students can use its modern computer systems and software to complete homework and enjoy interactive programs which make language learning fun.

- Wifi is available throughout campus. UVic’s computer labs have both Windows and Macintosh computers and are equipped with printers for student use.

- A Health Services Clinic is located on campus for students who need to see a nurse or doctor. There are also student counsellors available at the counselling office.

Your first day at UVic

On the first day of your program, you will arrive at the main bus loop by the UVic Bookstore, or another pre-assigned location.

When you arrive, please look for one of our Cultural Assistants (CAs). They will help you find where you need to be on this day. Our CAs are easy to find because they will be wearing a T-shirt with “English Language Centre, University of Victoria” on it, and the word “STAFF” in large letters on the back.

FAQ

Q: What are UVic’s business hours?
A: The University of Victoria is open from Monday to Friday between 8:30 a.m. and 4:30 p.m. (Pacific Standard Time).

Q: Is there a bank on campus?
A: No, there are no banks at UVic. There are ATM machines located in the SUB, outside the bookstore and inside the MacLaurin Building (see map). If you need to exchange your currency for Canadian money you must go to a bank or currency exchange.

Q: Where can I buy international phone cards at UVic?
A: You can buy international phone cards at Subtext (the used book store in the SUB).

Q: Can I buy groceries on campus?
A: You can buy snack foods at Finnerty Express (next to the Bookstore) and Mystic Market (in University Centre), but the best place to buy groceries is at grocery stores off campus.

Q: Are there any restaurants on campus?
A: There are several cafeterias, food kiosks, and two pub restaurants.

VOCABULARY

pub: a casual restaurant where you can buy food and alcoholic drinks or other beverages
We are providing you with general cultural information, but please note that your experiences may be different. Canada is a bilingual country with two official languages: English and French. In Victoria you will probably not hear people speaking French, although many people study this language at school. French is spoken much more often in Central and Eastern Canada, particularly in Quebec, New Brunswick and Manitoba. Most people in Victoria are very friendly. We are a tourist city and people are used to answering questions from international visitors. They will be happy to help you find your way to a bus stop, a restaurant, a store, etc. Canadians say that West Coast people (people from B.C.) are “laid back.” This means that they are more relaxed, casual, and less hurried than people in other regions of Canada. The climate is mild, so many Victorians spend a lot of time outside. Many people enjoy hiking, camping, sailing, running, golfing, playing tennis, biking, and gardening. People in Victoria also enjoy many arts and cultural events. Our mild weather means that we have festivals and outdoor events all year round. There are also many indoor activities to enjoy such as attending live performances, movie theatres, dance clubs, cafés and more.

Greetings
The usual greeting is a smile, and sometimes a nod, a wave, and/or a verbal greeting. When Canadians meet for the first time they often shake hands and introduce themselves. When Canadians meet close friends or family, they often hug each other. Canadians usually call each other by their first names. When speaking to one another, Canadians look each other in the eye.

If you see an acquaintance at a distance, a wave of the hand is appropriate. “How are you?” is the usual way of saying hello. The common response is “Fine, thanks.”

Titles/forms of address
The order of most Canadian names is first name, middle name, family name. To show respect, use a title such as Dr., Ms., Mrs., Miss, or Mr. with the family name. When you meet someone for the first time, use the person’s title and family name (example: Ms. Smith, Dr. Jones). People will probably ask you to use their first name. Canadians, particularly on the West Coast, are very informal.

Communication styles
Canadians usually speak in a direct but polite manner. Honesty is very important. People often talk to one another without being formally introduced. Generally they stand one metre from the person they are talking to. They use many physical gestures and look each other in the eye.

In public places, you may have to speak louder or quieter. If you are not sure, do the same as other people. Canadians are not comfortable with silence. If there is silence, they will usually try to say something or ask a question. If you nod your head when somebody is talking, this means “yes.” In Canada, smiling and giggling mean that you are happy. It does not mean you are confused or embarrassed. When Canadians don’t understand something, they often frown.

In Canada, making loud noises while eating is considered rude. To call the server in a restaurant, try to make eye contact. To show you want the bill, ask for it, or make a writing gesture on your hand.

Dress
West Coast fashion is often very informal and sometimes less fashionable than in large cities. Business clothes are conservative (shirts and ties for men and dresses or suits for women). In their free time, Canadians dress casually in comfortable clothes. “Casual Fridays” are popular in many offices so you may see people dressed in casual pants and shirts on Fridays.
Meal times
In Canada, people enjoy fruit, juice, cereal, toast, coffee or tea for breakfast. Sometimes on weekends they eat eggs, pancakes, and bacon. Canadians have a small lunch around noon that may be soup, a sandwich, fruit, yogurt, and a drink. Their main meal is at night around 6:00 p.m. Dinner may include meat or fish, vegetables, rice or potatoes, bread, and dessert.

In Canada, people usually serve themselves. When food is passed around the table, you may want to let other family members go first so that you can see what they do.

Food
A typical person will spend approximately $200 to $300 for groceries each month. Large grocery stores in Victoria sell different kinds of food. A lot of food is imported from around the world. Victoria also has many small specialty shops like health food stores, European delicatessens, and Asian grocery stores where you may find foods that are familiar to you. Foods uncommon in Canada can be expensive, especially foods from Africa and the Middle East. There are many restaurants where you can get food from different countries.

Some people in Victoria are vegetarian or vegan. This means that they eat very little or no meat or dairy products.

Multiculturalism
BC is one of the most multicultural regions in the world. Over 40 Aboriginal cultural groups live here. There are also other diverse nationalities that contribute to BC’s culture through distinct types of food, architecture, language and arts.

Photo above: Totem poles. Situated on traditional Coast and Straits Salish territory, the campus has many expressions of Indigenous culture.

SMOKING
Different Canadian cities have different laws about where you can smoke. In Victoria, and all of BC, smoking is not allowed in any public buildings (i.e. restaurants, movie theatres, bars, malls, etc.). Smoking is also not allowed inside Ring Road at the University of Victoria. That means, even when you are outside, smoking is only allowed if you are in designated smoking areas outside of Ring Road. Public places in Canada have many signs telling you where you can, and can’t smoke, so follow those signs. If you are with a group of people in an outside designated smoking area at a cafe or bar, it is polite to ask “Do you mind if I smoke?” before lighting a cigarette, in case someone you are with has a sensitivity.

Inside their homes, many Canadians do not smoke, or allow guests to smoke, so as a guest in a Canadian home, always ask where you can smoke.

Photo above: Totem poles. Situated on traditional Coast and Straits Salish territory, the campus has many expressions of Indigenous culture.
Canadian currency is based on the system of dollars and cents. Canadian coins all have popular nicknames, and some of the coins are made with different coloured metals to identify them. Coins will often have images celebrating Canada’s culture and heritage. Please look closely at the amount of each coin or bill when you use it.

<table>
<thead>
<tr>
<th>Value</th>
<th>Coin</th>
<th>Colour</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0.05</td>
<td>Nickel</td>
<td>Silver</td>
</tr>
<tr>
<td>$0.10</td>
<td>Dime</td>
<td>Silver</td>
</tr>
<tr>
<td>$0.25</td>
<td>Quarter</td>
<td>Silver</td>
</tr>
<tr>
<td>$1.00</td>
<td>Loonie</td>
<td>Gold</td>
</tr>
<tr>
<td>$2.00</td>
<td>Toonie</td>
<td>Silver with a gold inset</td>
</tr>
</tbody>
</table>

Canadian paper money has different colours for the different amounts. All Canadian paper money is the same size.

- $5.00 Blue
- $10.00 Purple
- $20.00 Green
- $50.00 Red/pink
- $100.00 Brown

To change your money in Victoria, you can go to any bank or currency exchange. You will need to have your passport to change your money.

Credit Cards and Debit Cards
Most Canadians carry and use credit cards (Visa, MasterCard or American Express).

Debit cards are very common in Canada and often used instead of cash. Many international debit cards can be used here (check with your home bank).
Typical costs of common items

In Victoria, the prices of many things vary. This is a list of average prices as of 2015.

Services
Stamps (for mail in Canada) $1.00
Stamps (for United States mail) $1.20
Stamps (for international mail) $2.50
Haircut (men) $10–$40
Haircut (women) $20–$45
Taxi (from downtown to UVic) $20–$25

Food (in a restaurant)
Meal—casual restaurant (main course for one person) $7–$15
Meal—fancy restaurant (main course for one person) $12–$30
Meal—fast food (McDonald’s, for one person) $5–$7
Coffee (one cup) $1–$3
Dessert $4–$8
Beer (one glass) $3–$7

Food (in a store)
Bread (one loaf) $2–$5
Milk (one litre) $3
Pop (can) $1–$2
Coffee (450-gram package) $3–$8
Banana (one) $0.30
Steak (one) $3–$7
Toilet paper (eight rolls) $2–$4
Soap (one bar) $1
Juice (one-litre carton) $1–$3
Beer (12-pack) $15–$20

Entertainment
Movie $6–$12
Nightclub Admission $3–$8

Clothing and accessories
Socks (one pair) $3–$10
Underwear (one pair) $6–$15
Umbrella $5–$25
T-shirt $10–$20
Sweater $30–$70
Jeans $50–$75
Hiking boots $75–$250
Toque (Canadian winter hat) $5–$15
Shorts $20–$50
Ski Suit $300–$500
Sunglasses $10–$75
Dress (formal) $60–$150
Tie $10–$40
Dress shirt (men) $15–$30
Contact lenses $100
Contact lens solution $10–$50

TAXES

When you make a purchase in Victoria, or anywhere else in British Columbia, you may be surprised that an item you want to buy costs more than the ticket price. This is because there is a tax on many products. There is 12% tax on many items purchased in Victoria. Example: an item that is priced at $1 may actually cost $1.12 when the tax is added by the cashier.

TIPPING

People usually tip restaurant servers, bartenders, taxi drivers, and hair stylists. The usual tip is 15% of the total cost, before taxes.

Many students like to bring traditional or formal clothes to wear at their final dinner or lunch.
**“HOME DIRECT” NUMBERS**

You can speak directly to an operator in your native language in your home country by calling the “Home Direct” number listed below:

- Brazil..............................1-800-463-6656
- China...............................1-800-646-0000
- Japan...............................1-800-663-0681
- Mexico............................1-800-241-5976
- Thailand.........................1-800-663-7174

**TELEPHONE, INTERNET AND CELLULAR PHONE CONTACTS**

**Telus:**
- Home Phone Service...310-2255
- Internet Services........1-877-310-4638
- Website .......................telus.com
- Telus Mobility ...........1-866-558-2273

**Bell:**
- Bell Mobility...............1-888-466-2453
- Website ......................bell.ca

**Shaw:**
- Shaw Digital Phone .... 310-SHAW
- Internet Services........ 310-SHAW
- Website ......................shaw.ca

**Contact information**

**Emergency numbers in Victoria**

Police, Fire, Ambulance (24 Hours): 911
UVic Campus Security (24 Hours): 250-721-7599

In Victoria, if you have any problems or concerns, call UVic Campus Security. Tell them that you are a student with the English Language Centre.

If you have an accident or need the police, an ambulance, or the fire department in an emergency, call 911.

**English Language Centre**

Here are some important numbers you can contact before you arrive in Victoria, or while you are studying at UVic.

**General Office**
- General Office....... (011) 1-250-721-8469

**Registration**
- Registration......... (011) 1-250-721-8469

**Home Placement**
- Home Placement ...... (011) 1-250-472-4268

**Your contacts in case of emergency**

**Before you leave home:**
Leaving your Victoria phone number with family or friends in your home country.
If you do not have a phone number in Victoria before you arrive, make sure that your family or friends have the telephone number for the ELC and the UVic Campus Security 24-hour emergency number.

**When you are in Victoria:**
Contact your family as soon as you arrive in Victoria so that they do not worry about you.
Give your host family and friends the telephone number of your family. In an emergency, your host family or friends should be able to contact your family.
Make sure that the English Language Centre has your current contact information for your home and in Victoria.

**General telephone information**

When you travel to Victoria you should bring a Pre-Paid Long Distance Phone Card with you. You can buy a Phone Card at UVic and in many stores around town; however it may be difficult to find a Phone Card when you first arrive in Victoria, especially if you arrive at night or on the weekend.

Most buildings at UVic offer a “courtesy phone.” This allows you to make free local calls.

From a public telephone, local phone calls are $0.50 and you can talk for as long as you wish.
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