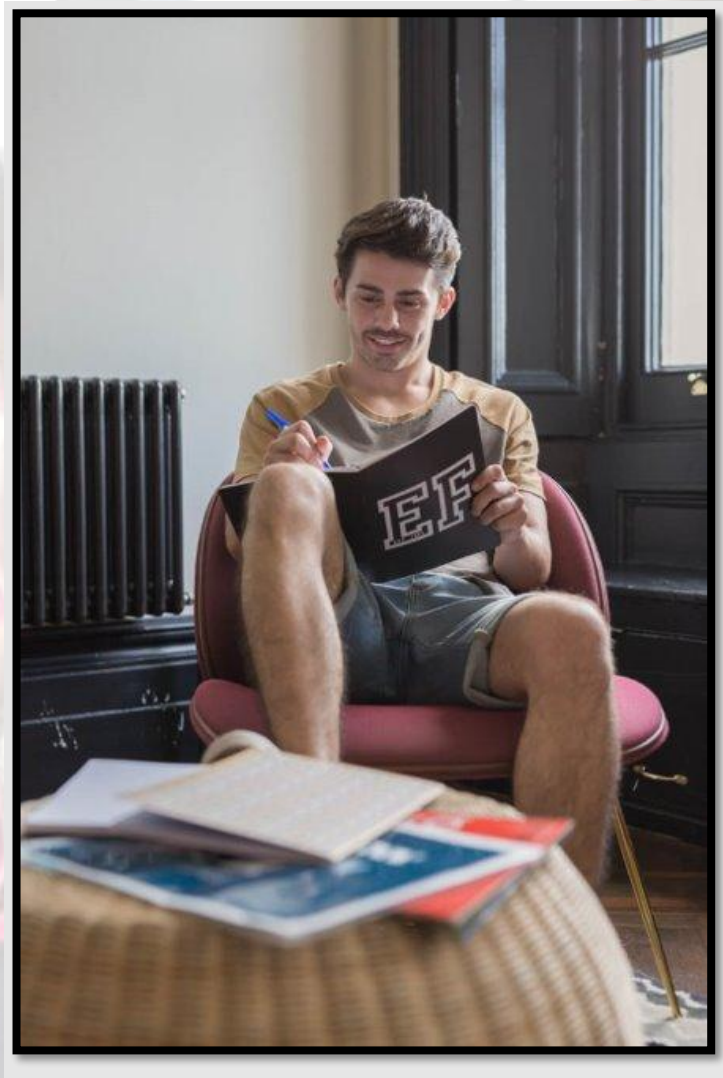




# EF Vancouver Handbook



## A letter from the School Director

Dear Students,

What an amazing journey you are about to embark on! Thank you for choosing to study at EF Vancouver. We have a wonderful team here in Vancouver and they are all very excited to meet you and welcome you to our beautiful city. The EF Vancouver campus is in the downtown core of the City of Vancouver, which is situated on the traditional territories of the three local First Nations: The Musqueam, Squamish, and Tsleil-Waututh. As you will quickly notice, Vancouver, one of the most interesting and youngest cities in North America, embraces cultural diversity, natural wildlife and breathtaking scenery.

My name is Daniela Geremia, and I am the School Director at EF Vancouver. I oversee all aspects of the Campus and it is my mission to ensure that every student has the best experience possible. I am a native Vancouverite and so I am happy to share with you some of my favorite places to visit and things to do in and around the city. I look forward to meeting you and spending time with you throughout your stay so that I can get to know you better.

On behalf of the entire EF Vancouver Team, I would like to welcome you to Vancouver. We are here to support you so please reach out to any team member and we'd be happy to assist you. We are thrilled that you chose Vancouver for your study abroad experience. Your journey starts today and what an adventure it will be... meeting new friends from all around the world, advancing your English language skills, and gaining a new understanding and perspective of the world around you. I wish you the adventure of a lifetime. Have fun!

Sincerely,

**Daniela Geremia**

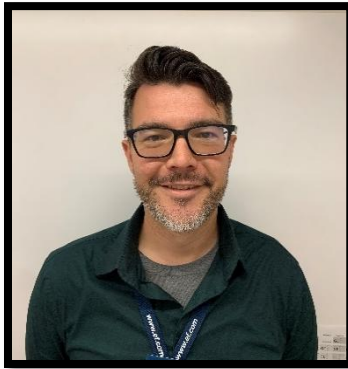
**School Director, EF Vancouver.**

[daniela.geremia@ef.com](mailto:daniela.geremia@ef.com)

## **EF Vancouver Admin Staff**



**Daniela Geremia**  
School Director



**Ian Matheson**  
Academic Director



**Tianna Mascarenhas**  
Housing Director



**Chase Boisjolie**  
Academic Manager



**Jolanda Caushaj**  
UP & Cambridge Manager



**James Lester**  
Student Services Manager



**Martha Wilson**  
Activity Manager



**Mira Zivkovic**  
Housing Coordinator  
(Residence)



**Patricia Tomkova**  
Housing Coordinator  
(Host Family)





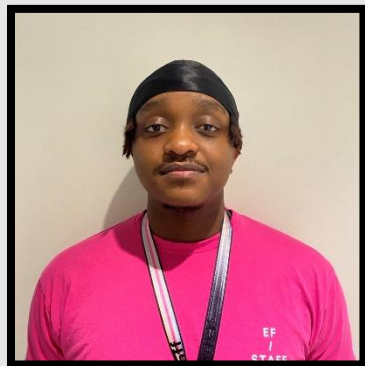
**Natsumi Harada**  
**Admin. Coordinator**



**Faagun Kang**  
**Student Services Coordinator**



**Angella Ahimbisibwe**  
**Residence Advisor**



**Brian Warui Karanja**  
**Activity Leader**



**Julie Jane Oliveros**  
**Day Porter**



**Marina Curzio Garcia**  
**Host Family Recruiter**

## EF Vancouver Teachers

*Meet some of our amazing EF teachers!*



**Robert Baker**



**Niamh Feehan Fitzgerald**



**Justin Matja**



**Murray Wade**



**Monique Metzner**



**Amir Zarrabian**



**Vahid Bagherbeigi**



**Jason Matheson**



**Jennifer Wong**



**Ila Mittal**



**Katherine Aksenenko**



**Clyde Nilsen**



# Vancouver City Guide

**EF Vancouver** Campus address: 750 Cambie Street, suite 200 (2<sup>nd</sup> floor)  
Housing/Admin. Office hours 8am-6pm Monday-Friday

**Security:** Carry a picture ID, Government ID or student ID (you can find a virtual version on your campus connect)

**Transit:** Bus #5 or #6 depart opposite the campus to English Bay. Although masks are not mandatory anymore in Vancouver, we highly recommend wearing them when taking public transportation.

**Car Services:** Uber and Lyft are the services available in Vancouver and surrounding areas (Surrey, Burnaby, North Vancouver, Richmond, etc.) Taxis are safe and regulated by the Government (Best option for cash payments)

**YVR Access:** Via Canada Line, located at City Centre Station Georgia & Granville Street.

**Cellphones:** You can get a SIM card from Phonebox at our activities desk. If you would like to visit the Phonebox office, it is located on Robson near the school. (Ask for short-term plans to avoid cancellation fees when you leave Canada)

**Food delivery:** There are several apps for food delivery available in Vancouver, some of them are: Uber Eats, Door Dash, Skip The Dishes or Foodora to pre-order and have it delivered to your residence unit or host family.

**Convenience Store:** There is a 24hr 7 Eleven store on Robson & Homer Street.

**Supermarket:** There is a supermarket called IGA near the school on Robson & Richards Street. You can also find restaurants, shops, post office and the public library on Robson Street.

**Sports:** EF Campus is near the following facilities: a soccer field, a pool, tennis facilities, yoga classes and miles of nature trails. Ask for information or equipment at the Activities Desk.

**Activities:** Visit the Activities Desk for information or advice about Vancouver activities available for every season. Activities, excursions, games or hikes. Information is available on Campus Connect and on the activities board. (For more information, please email the Activities Manager:

[martha.wilson@ef.com](mailto:martha.wilson@ef.com))

# Campus & Safety

Check your Campus Connect every Sunday evening for the week ahead.

If you are sick, please email us on the school email, [vancouver@ef.com](mailto:vancouver@ef.com) so we are aware of the situation, and we have a record. It is very important that you monitor your health and that you stay home if you are sick to protect the other students and our staff.

**Activities:** Register on Campus Connect or at the activities desk. In person events are limited in number of participants.

**Security:** For the safety of everyone on campus, all students are required to show their EF Lanyard upon entering campus and must always wear their EF Lanyard while on campus. Any student who has lost or forgotten their EF Lanyard will not be permitted on campus until they produce their EF lanyard or purchase a new one. Please pay close attention and never allow strangers to enter the campus. Do not share the entry access code with anyone who is not an EF student.

**Food & Beverages** are only allowed in the designated area of the campus. Make sure you only eat at our cafeteria area.

**Dry Campus:** EF Vancouver is a dry campus and there is zero tolerance for drugs, alcohol and/or marijuana (edibles or smoking) on campus. Any student who enters campus under the influence of drugs, alcohol or marijuana will be sent home, issued a warning letter and a fine, and under certain circumstances, may be expelled.

Students are not permitted to smoke tobacco or vape on campus. Doing so, will lead to a warning and possibly a fine.

**Mental Health and Well-Being:** As part of their program, EF Vancouver students have access to Here 2 Talk, a BC post-secondary initiative which is geared toward helping international students adjust to their new environment. They offer free 24-hour counselling support in most languages via app phone and web. In addition, EF provides 24/7 urgent behavioral health services for EF Language students offered by Mental Health experts.

**Alarms:** Evacuate the building if you hear an alarm and follow EF staff's directions; Exit using the nearest staircase and meet at Terry Fox Plaza.

**Emergencies:** Call 911 for the police/fire department or significant medical emergency.

EF International Language Campus

Name of Institution

03958

Institution Number

July 20, 2022

April 15, 2025

Dispute Resolution Policy

Name of Policy

Effective Date

Revision Date

## Student Statement of Rights

[EF International Language Campuses in Vancouver and Victoria](#) are 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.

You have the right to be treated **fairly** and **respectfully** by the institution.

You have the right to a **student enrollment contract** that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- whether the program was approved by PTIB or does not require approval. EF's programs are all approved by PTIB.

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

You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.

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>.

## Code of Conduct

Community standards & disciplinary procedures in EF Vancouver

Please read through the following rules carefully.

The opportunity to participate in this academic community requires individual responsibilities. By choosing to come to EF, you (the student) indicate knowledge and acceptance of the responsibilities outlined in this document.



There are three general guiding principles for EF's Community Standards:

- Respect for Academic Integrity
- Respect for People
- Respect for Property

Students that violate the code of conduct will be progressively disciplined (1st warning, 2nd warning, final warning, etc.)

**Disciplinary action** may include (but is not limited to) mandatory meetings with EF Vancouver staff, a letter to the student's sales office or legal guardian, community service, fines, loss of campus privileges, loss of EF accommodation or expulsion from EF Vancouver (at the student's own expense).

**Please note that even as a first offense, a serious violation of EF policy could result in being placed on final warning or even immediate expulsion from the EF accommodation and/or program.**

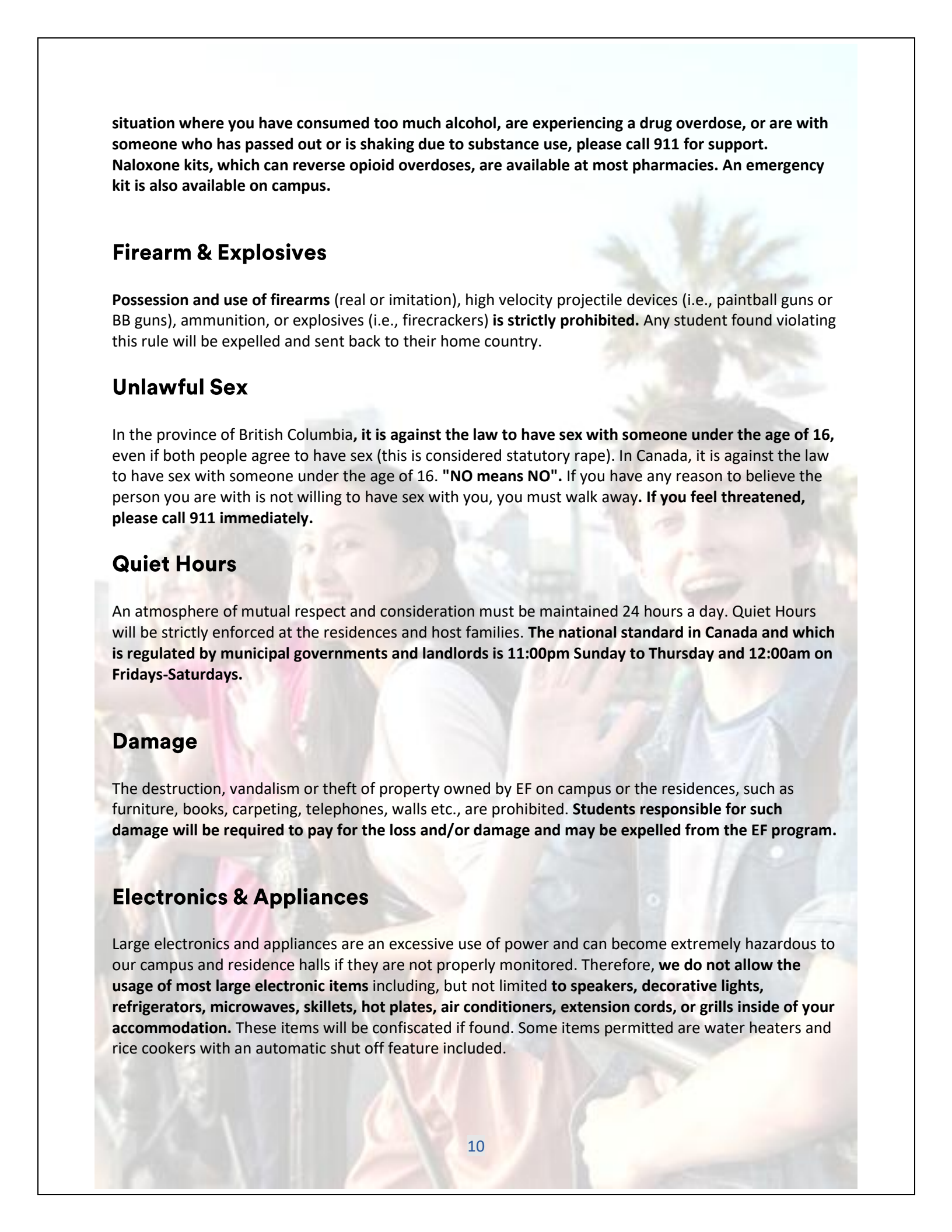
## Drugs

The possession, use, distribution, or sale of drugs is illegal. **Any student found in possession of drugs on EF property or in EF affiliated accommodation will be subject to disciplinary action which may include referral to the police and/or expulsion from the EF program.** Possession of drug paraphernalia is not allowed on campus or in EF affiliated accommodation and will be considered a violation and subject to EF Disciplinary Procedures.

## Alcohol, Marijuana/THC Edibles & Smoking/Vaping

Alcohol is not allowed anywhere on campus. The legal age for drinking alcohol or consuming cannabis in BC is 19. **It is against the law for anyone under the age of 19 to purchase or consume alcohol, cigarettes or marijuana. It is also illegal as an adult to purchase alcohol, cannabis or cigarettes for anyone under the age of 19.** The province also prohibits drinking in most public areas or in places where there is no alcohol permit.

Generally, it is against the law to drink alcohol in public areas, although different cities can have different laws and, in every scenario, the law supersedes the EF Code of Conduct. It is expected that you learn the local laws as failing to know them is not an excuse if caught. Furthermore, **any alcohol or cannabis found on the EF campus will be confiscated** and safely disposed of. **Even if you are not visibly drinking or consuming marijuana but you smell like have you been drinking alcohol or smoking/vaping/consuming** it recently (i.e., dilated pupils & bloodshot eyes, or other behaviors associated with intoxication), you will not be permitted to enter the campus and/or you will be asked to leave and return as requested. **You will not earn attendance for missed classes due to intoxication NOR will you earn attendance for missed classes due to hangover symptoms.** If you are caught smoking/vaping/drinking on campus or near a building entrance, you may be expelled from EF. If you feel like you have or your friend/roommate has consumed too much marijuana, too much alcohol or fear that the marijuana consumed was mixed with another street drug, do not delay, or worry about consequences. Stop and call 911 to prevent further harm. If you're in an emergency where you do not know what to do, please Call the EF emergency phone number and an EF staff member will support you with what to do next. Your safety and the safety and wellbeing of all students, host families and staff at EF is important and this means communicating if you are in or see others in trouble. **If you are in a**

A background image showing a group of students in a social setting. In the foreground, a young man with dark hair is looking towards the camera with a slight smile. Behind him, other students are visible, including a young woman with long dark hair looking to the side. The scene appears to be outdoors or in a well-lit indoor space with palm trees visible in the background.

situation where you have consumed too much alcohol, are experiencing a drug overdose, or are with someone who has passed out or is shaking due to substance use, please call 911 for support. Naloxone kits, which can reverse opioid overdoses, are available at most pharmacies. An emergency kit is also available on campus.

## Firearm & Explosives

**Possession and use of firearms** (real or imitation), high velocity projectile devices (i.e., paintball guns or BB guns), ammunition, or explosives (i.e., firecrackers) **is strictly prohibited**. Any student found violating this rule will be expelled and sent back to their home country.

## Unlawful Sex

In the province of British Columbia, **it is against the law to have sex with someone under the age of 16**, even if both people agree to have sex (this is considered statutory rape). In Canada, it is against the law to have sex with someone under the age of 16. **"NO means NO"**. If you have any reason to believe the person you are with is not willing to have sex with you, you must walk away. **If you feel threatened, please call 911 immediately.**

## Quiet Hours

An atmosphere of mutual respect and consideration must be maintained 24 hours a day. Quiet Hours will be strictly enforced at the residences and host families. **The national standard in Canada and which is regulated by municipal governments and landlords is 11:00pm Sunday to Thursday and 12:00am on Fridays-Saturdays.**

## Damage

The destruction, vandalism or theft of property owned by EF on campus or the residences, such as furniture, books, carpeting, telephones, walls etc., are prohibited. **Students responsible for such damage will be required to pay for the loss and/or damage and may be expelled from the EF program.**

## Electronics & Appliances

Large electronics and appliances are an excessive use of power and can become extremely hazardous to our campus and residence halls if they are not properly monitored. Therefore, **we do not allow the usage of most large electronic items** including, but not limited to **speakers, decorative lights, refrigerators, microwaves, skillets, hot plates, air conditioners, extension cords, or grills inside of your accommodation**. These items will be confiscated if found. Some items permitted are water heaters and rice cookers with an automatic shut off feature included.

## Campus Safety

EF students should not leave their belongings unattended on campus. EF Vancouver is not responsible for lost or stolen items.

## Smoke Detectors & Fire Alarms

Smoke detectors are located throughout the campus. **Any student found to have removed or tampered with smoke detectors may be subject to EF disciplinary action, state and local fines, and/or replacement fees.** Any student who knowingly fails to report damaged or missing smoke detectors may also be subject to disciplinary action. When a fire alarm sounds, everyone must leave the building immediately, regardless of time of day or weather conditions. Only pull a fire alarm if there is a fire. Any student found violating the fire alarm policy may be subject to disciplinary action including fines and immediate expulsion from EF.

## Eating & drinking on campus

Food and drink are not permitted in the classrooms. Please sit in the cafe lounge or go off-campus to enjoy snacks, meals and drinks.

**There are several places around the school where you can go after class;**

Nemesis Coffee, Body Energy Club, Purebread, Meat & Bread, Waves Coffee, El Patron, Black Rice, Tim Horton's, Starbucks, Catch 122. (For more information ask at the reception)

## Accommodation

### Room assignments

Room assignments are made prior to students' arrival. Roommates and/ or hosts are assigned based on gender, age, and home country, as well as based on the current student population. Students are not permitted to beds/rooms without the prior approval of the Housing Coordinator or Residence Advisor. EF Vancouver reserves the right to limit or deny any moves for various reasons. Ultimately, EF Vancouver wants all students, residents and host families to enjoy their time and therefore please take the time to learn any 'House rules' and communicate any requests you may have to your host family and/ or roommates. If ever you need further support to help communicate, please reach out to the Housing Department – we are happy to help you.

### Room Checks

EF staff members are authorized to enter and check student rooms at any time. If there is damage to the room, all students occupying that room will be charged for the cost of the damages. This will be deducted off the "damage deposit" provided during check in.



## Roof/Ledges (Outside of Windows)

It is against EF Vancouver rules for anyone to go out on any roofs, rooftops, or ledges. These areas exist so that firefighters can have easy access in the event of an emergency. It is very dangerous to be in these areas and may result in injury or death.

## Visitors at Residence

Registered visitor(s) are allowed in residences up to 10:00pm. Please follow the residence community standards for guests and occupants' restrictions. Violation of residence community standards will result in formal warnings and may result in eviction. **Maximum 2 guests allowed in one apartment, at one time. If you have specific questions, please reach out to your Residence Advisor.**

## Leaving doors unlocked & Theft

It is important whether you are staying at the residence with other roommates or at a host family to lock the door and windows before leaving for the day, if you are the last one to leave. Failure to do this can result in an accommodation change. If this happens more than 3 times after being warned, you will need to move to your own accommodation.

All forms of theft are illegal in Canada. Please be aware that **anyone caught stealing on or off campus or at their host family will be questioned, and police may be involved.** If a host family does not feel their belongings are being respected or safe from your actions (i.e., leaving doors open, inviting guests who steal or directly stealing) then they have the right to ask you to leave.

EF is not liable for the damage, theft, or loss of personal property of students. We recommend that students **always keep their doors locked and keep important documents, any cash in a locked drawer or closet.** If you feel that you have been a victim of theft, please talk to your residence advisor, and for Host Family talk to a member of our housing department immediately.

## Host Family

While staying with one of our host families you will be immersing yourselves into a completely new culture by experiencing not only a different language, but different food, habits, or ways of living. As an international student, you are fortunate to have the opportunity to learn about and understand diverse perspectives in a country as rich in diversity as Canada. Your host family will provide you with breakfast and dinner during the week and lunch on weekends and statutory holidays. During your stay, be sure to keep your room tidy, contribute to household chores, and let your family know when you come home late. Also be sure to ask permission if you want to use the kitchen or bring friends over. You will also have to contribute \$10/week to cover laundry costs. Keep in mind that Canadians come from different backgrounds, and you need to always be respectful, if you don't know or are not sure about something, ask. Host families and EF accommodation department are here to help.

In Vancouver most people live outside of downtown, commuting every day for around an hour is a normal practice. You will learn how to navigate around the city and take the Skytrain like a local. If you

have questions about public transportation, you can always ask anyone from our student services team.

**Curfew:** Students must be home on time; Minors (16 and 17 years olds) have to be home by 11:00pm Sunday-Thursday, and 12:00 am Friday-Saturday.

If you have questions or comments about your host family please talk to them politely, remember the golden rules are respect, communicate and contribute.

If you wish to change your host family, please visit the Accommodation office. Our staff is there to help you with any problems or questions you might have about your new family environment. It is not possible to change your family based only on the distance from school. At busy times of the year, it may not be possible to change your family. Housing changes/moves can take up to 4 weeks.

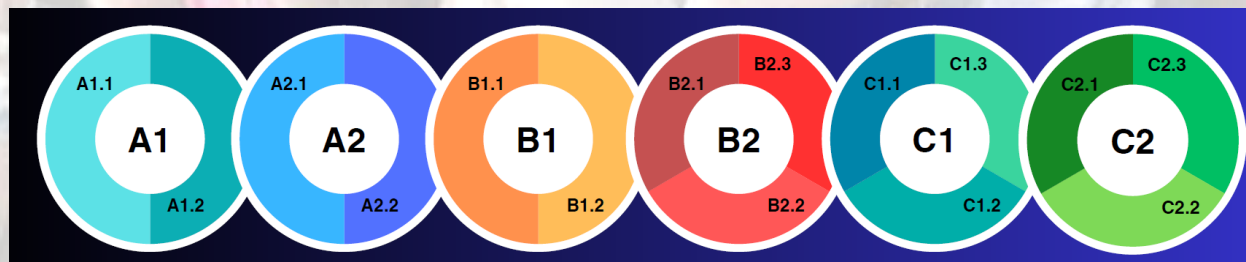
## Academics

**Attendance:** Students are required to attend **minimum 80%** of all classes (85% for University Preparation) to remain in good standing, progress to higher levels, and receive a **certificate** at the end of the course. There are no excused absences including illness. You are permitted to miss 20% of classes for any reason including illness (15% for University Preparation). If you are not feeling well, please do not attend class but consider this part of your 20% allowable absences to maintain 80% in order to remain in Canada on a Study Permit. If you participate in a Rocky Mountain Trip with EF, you can earn attendance provided you write an essay or complete a specific assignment. This is the only activity with an

Classes start as scheduled. If students are **more than 10 minutes late**, they will be marked **absent**. If a student is **late (1-10 minutes) for class 3 times** in a week, they will be marked absent.

**Participation:** Your participation is very important to your English language improvement. You must **speak English during class**. Please do not use your cell phone unless instructed by your teacher.

**EF Class Levels:** EF uses the Common European Framework of Reference (CEFR) for Languages. Each General English class level lasts for 5-6 weeks.



**Progress Testing:** In week 5 or 6 of each level, you will take a test to check your English improvement. You must have 80%+ attendance, participate in class, and get good test scores to move to the next level.

**Lost Textbook:** If you lose your book, you can purchase a new one at the Academic Office for \$25 CAD.

**SPIN Classes:** Special Interest (SPIN) classes let you choose different topics for your language improvement, see the Academic Office for your SPIN class options and request a different SPIN class.

## Frequently Asked Questions About Academics

### When and where can I see my schedule for the week?

You can find your schedule on Campus Connect and it updates every Sunday to the week ahead.

### Will all my classes be on campus face to face?

All classes on EF Vancouver campus are face to face.

### How many weeks does each module take?

Approximately 6 weeks

### How do I progress to the next level?

- Pass level exam
- Good academic standing
- 80% Attendance minimum (85% for UP)
- Average grade C minimum

### What happens if my grades are low (D, F)?

- D or F grade in a first 6-week module = academic warning 1; repeat the module
- D or F grade in a second 6-week module = academic warning 2; repeat module
- D or F grade in a third 6-week module = academic warning 3, & learning plan
- Dismissal is possible if there is no improvement.

### Can I repeat a level?

- Yes, you can repeat a level.
- If you need to repeat a level for a 2nd or 3rd time, a learning plan will be put in place. Dismissal is possible if there is no improvement.



# EF Ambassador Program

**Join the EF Ambassador family & become part of a global community.**

**Share your story, inspire others and connect with EF exchange students just like you by becoming a Pre-Ambassador to enjoy these perks:**

- Monthly projects & webinars
- A global community of peers
- Access to apply for special events
- Ability to share your journey on various social media accounts incl. our central account @efexchangeyear
- Learn from Senior Ambassadors
- Receive professional development such as "presentation skills" and "leadership"

