WELCOME

A Message from the Vice President

Congratulations on making one of the most important decisions of your career, and your life. This handbook is designed to support you to feel at home here in Canada, and allow you to shine in academic and student life. It is intended to help you to engage in the rich experience of learning, to gain confidence, to achieve academic success, to build strong networks, and to create lasting friendships. Our classrooms are enriched by students like you, who bring vast and diverse experience from all corners of the globe. You have an essential role to play here, and your participation makes all the difference. On behalf of Royal Roads University, I welcome you to our beautiful campus, and wish you the best of success on your memorable journey with us.

Cyndi Mcleod
Vice President of Global Advancement, Marketing and Business Development

A Message from the Centre Director

You are about to start an exciting journey of living and studying in a new country. This pre-arrival handbook will help you prepare for new challenges, give you insight into Canadian culture, and give you information about Royal Roads University. You will also find suggestions on how to succeed in your academic and social life—making your stay an enjoyable and memorable experience.

Daniela Geremia,
Interim Centre Director, International Study Centre
Meet the team of the International Study Centre at Royal Roads University. Our approach creates a dedicated facility for international students where you will receive language support and academic preparation courses taught by highly trained teaching staff. We will also help with cultural adjustment and developing effective study skills to ensure academic success. Our doors are always open and our friendly staffs are always willing to assist you.

**Daniela Geremia, Head of English**

**Email:** Daniela.Geremia@RoyalRoads.ca

The Head of English manages academic advising, study skills advice, classroom issues, level changes and questions about instructors. Come see Daniela if you have any questions related to your academic life.

**Samantha Toms, Admissions Manager**

**Email:** Samantha.1toms@RoyalRoads.ca

The Admissions Manager provides admission updates and supports students by providing application status updates, issuing official Letters of Acceptance and answering any questions you may have relating to the admission requirements of our programs. Karen will help with registration, payments, invoicing, homestays, and StudyCare Insurance documentation information.

**Colleen Kagetsu, Recruitment Manager**

**Email:** Colleen.Kagetsu@RoyalRoads.ca

As the Recruitment Manager for Canada, Colleen helps prospective students that are currently living in Canada, to apply to Royal Roads University. She is always available to answer questions by email and help with the application process. If you have any friends or family members that would like to apply to study with us, please come to see Colleen.

**Val Cortes, Student Support Officer**

**Email:** val.cortes@RoyalRoads.ca

The Student Support Officer provides a full range of services and programs, specifically tailored to meet the unique needs of international students. Val will also offer support in settling into life in Victoria, including help with accommodation, health care, general questions, as well as student development and engagement in social and cultural activities.
Welcome to Victoria!

Victoria, BC, Canada

Royal Roads University is located in Victoria, the capital city of British Columbia. On the southernmost tip of Vancouver Island, it is just 30 minutes by air or 90 minutes by ferry from Vancouver.

With the mildest climate in Canada, spectacular natural beauty, year round outdoor activities and world renowned attractions, it’s no wonder that Victoria is consistently named among the best cities in North America by Conde Nast Traveler and Travel and Leisure magazines.

Vancouver, BC, Canada

You can take side trips to nearby Vancouver on the mainland to enjoy the sights and sounds of the big city. Vancouver is a big multicultural city where you really can do anything. Many green spaces and parklands in and around the city combine with clean, modern architecture to make Vancouver a truly unique and exciting place to visit.
Get to know your new city

Named after Queen Victoria, this progressive, energetic city boasts stunning natural landscapes and is steeped in a rich history and culture. Its two most famous landmarks are the Parliament Buildings and the Empress Hotel. Known as the City of Gardens, Victoria is a popular tourist destination that welcomes more than 3.5-million overnight guests annually. The city’s Chinatown is the second oldest in North America, after San Francisco’s. Beacon Hill Park, Symphony Splash, the Electronic Music Festival, Craigdarroch Castle, the Royal BC Museum/IMAX Theatre, and Miniature World are just a few of Victoria’s world-famous attractions.

Getting to Victoria

There are many transportation options to get to Victoria:

**Vancouver**: 30 minutes by air, 90 minutes by ferry

**Seattle**, Washington, USA: 60 min by air, 150 minutes by ferry

Getting to Victoria from Vancouver

**Pacific Coach Bus Lines**
Pacific Coach Lines (PCL) offers seven daily departures, year-round, from the Vancouver International Airport to downtown Victoria. PCL ticket counters are located beside the bottom of the escalator at the airport Arrivals area, immediately after you exit Canada Customs and Immigration. Signage is prominently displayed. [www.pacificcoach.com](http://www.pacificcoach.com)

**Public Transportation**
Taking public transportation from the Vancouver International Airport to Victoria would include one SkyTrain, three buses and the ferry; travel time could take more than five hours in total. [www.bcferries.com](http://www.bcferries.com)  [www.transitbc.com](http://www.transitbc.com)

**Float Plane**
For a convenient and unforgettable island experience, book a breathtaking flight by float plane from Vancouver International Airport to downtown Victoria’s inner harbour. The 30-minute flight costs approximately $135. Luggage restrictions apply, so the airline must be provided with luggage weight information in advance – a surcharge may apply.

**From Vancouver** [www.harbour-air.com](http://www.harbour-air.com)  [www.hyackair.com](http://www.hyackair.com)
**From Seattle** [www.kenmoreair.com](http://www.kenmoreair.com/)
**THE REGION’S TOP 10 ATTRACTIONS**

**GARDENS AND PARKS**
Visit the Royal Roads Gardens, the world-class Butchart Gardens, and Abkhazi Gardens. Or, explore our local parks where you can hike, mountain bike, horseback ride and swim.

**WATER SPORTS**
Go fishing, kayaking, windsurfing, sailing, scuba diving and surfing. The BC coast has it all!

**CLIMATE**
Victoria enjoys Canada’s mildest climate with year-round access to a wide range of outdoor activities.

**GOLF**
Enjoy local golf courses, including Bear Mountain, designed by professional PGA golfer Jack Nicklaus.

**VANCOUVER**
Take a trip to the mainland and enjoy some of the sights and sounds of Vancouver. Internships and work opportunities await you here in Canada's third largest city.

**WINTER SPORTS**
In close proximity, visit resorts like Whistler and Mount Washington for skiing, snowboarding and other winter sports.

**SOCIAL ACTIVITIES**
From movies to karaoke to the symphony, there is so much to do in Victoria. It often starts by meeting friends at a coffee shop.

**WHALE WATCHING**
Take an eco-tour for an up-close view of whales, seals and sea lions.

**DINING**
Victoria has the second-highest number of restaurants per capita in North America, offering everything from cafés to fine dining and a mouth-watering choice of international cuisine.
Royal Roads University is proud of our 18,500 graduates — many of them global leaders in more than 60 countries. Their success is our success. We’re proud, too, of our place among other prestigious Canadian universities, coast to coast. Founded by the Royal Roads University Act in 1995, Royal Roads University is a member of the Association of Universities and Colleges of Canada (AUCC), which represents and monitors 95 universities across Canada.

Royal Roads has also received British Columbia’s Education Quality Assurance (EQA) designation, a guarantee of quality education and consumer protection in British Columbia. Royal Roads offers current knowledge and applied learning in undergraduate and graduate degrees, diplomas, certificates, executive education, and custom education in these main areas of study:

- Business and Management
- Communication
- Conflict and Disaster Management
- Environment and Sustainability
- Leadership
- Tourism and Hospitality
- Education Studies

RRU prides itself in having professors with first hand professional industry experience.

Royal Roads University ranked #1 among Canadian public universities in the areas of ‘Level of academic challenge’ and ‘Active and collaborative learning’ – National Survey of Student Engagement, Maclean’s magazine 2010 and 2012

### The Royal Roads Difference

<table>
<thead>
<tr>
<th>Premier Campus</th>
<th>The Royal Roads University campus is a National Heritage Site. Situated on the Pacific Ocean amongst 565 acres of lush parkland and formal gardens with a 100-year old Hatley Castle at its centre.</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Ranking</td>
<td>Royal Roads gets consistently high rankings from students in ‘what we teach, and how we teach it’ – top marks from Canada’s media, and other universities.</td>
</tr>
<tr>
<td>Quality Education</td>
<td>RRU’s experiential learning model bridges the gap between academia and the world of work. We put a strong emphasis on your experience with a practical, applied focus delivered by award winning faculty.</td>
</tr>
<tr>
<td>Student Support</td>
<td>Our International Study Centre offers language and study skills support. RRU has smaller class sizes, with customized teaching to meet the needs of international students. You learn in small teams, so you’re meeting and working with other students from your first day.</td>
</tr>
<tr>
<td>Canadian Work Experience</td>
<td>Through a government program, work experience may be possible for eligible international students while they study, and/or after they graduate. After graduation, students enrolled in work programs may also be able to apply for Canadian Permanent Residence.</td>
</tr>
<tr>
<td>Competitive Value</td>
<td>Royal Roads’ tuition fees, and Victoria’s living expenses, offer strong value to international students. With our accelerated undergraduate and graduate degree option, the cost of earning a prestigious degree may be reduced by 25%.</td>
</tr>
</tbody>
</table>
The International Study Centre (ISC) offers comprehensive English language support and study skills preparation to those students who need additional support to meet the university’s English language requirement. English for Academic Purposes, University Bridging Program and the Pre-Master’s programs provide the fundamental knowledge and skills necessary for degree studies. Throughout a full-time academic program, the ISC will continue to provide the support needed for international students to achieve success in their degrees.

In addition to offering these programs, the ISC also processes the admission to all of RRU’s 1st and 2nd year undergraduate programs.

**English for Academic Purposes (EAP)**
The EAP program offers students the opportunity to develop key English language skills in speaking, listening, reading and writing. In addition, other courses teach the approaches and strategies needed to become a successful student in a Canadian university.

**University Bridging Program (UBP)**
The UBP is designed for students who require only a single semester of study to reach the language level required for entry to the undergraduate degree or the Pre-Master’s Program. It enables students to deal with complex academic texts, to produce academic writing, to conduct research, and to deliver a formal presentation on an academic topic.

**Pre-Master’s Program (PMP)**
This one-semester program prepares those students accepted for graduate study or those accepted to 3rd year programs at Royal Roads who require the necessary English skills. The program teaches English for Academic Purposes, Academic Study Skills, and familiarization with the culture of the Canadian university system.
In the Canadian classroom, you will be actively involved. You will have to work hard, attend all of your classes on time, and complete assignments on time. Team work is very important—don’t be afraid to share your ideas and speak in class! You will also learn to develop your critical thinking skills.

Course Load

International Study Centre students are pre-registered for courses. EAP/UBP students take 6 courses per semester; Degree students take 5 courses per semester. You benefit from small class sizes, personal attention, longer than average classroom hours and a supportive student community.

Participation

It is very important to attend class—it is part of your final grade. Make sure you call the International Study Centre, if you cannot attend class for any reason (250-391-2600 ext. 4702) or email the Student Support Officer.

It is necessary to participate in all activities during your classes. You may be asked to participate in class discussions, group work, or other activities. It is very important to participate outside of the classroom as well. The ISC will provide you with many opportunities to practice your English skills in many different settings.

A popular method of studying is to form a study group. Study groups meet to review notes, discuss materials that have been presented in class lectures, work on assignments, and prepare for examinations. Working in a study group helps you to review your notes and make sure that you are not missing important ideas. It also offers an opportunity to make friends!

Academic Evaluation, Course Work and Examinations

Each class may have different ways of testing. Usually your final mark will consist of several smaller assessments throughout the course, such as:

- Presentations
- Written assignments
- Mid-term and final exams
- Homework
- Team evaluation
- Self-evaluation
- Projects
- Quizzes
- Class participation
- Attendance

These ways of evaluating your work will help you to learn a wide variety of skills. For example, some people can do very well on a written test but are not prepared to succeed in the workplace. By practicing presentation skills, team work skills, and research skills, you become academically stronger and better prepared for the workplace.
Canadians think of themselves as open-minded. We are proud of our multicultural and diverse population. As any nation anywhere, we have certain expectations of behavior. Here are a few tips:

- We like to be on time for both professional and social occasions
- We are generally informal but respectful in conversation and behavior
- We believe in equality between genders
- We say ‘thank you” a lot!
- We don’t like jokes or comments that are insulting to people’s race, religion, gender, disability, or appearance
- We avoid personal questions about things like age, salary, marital status, relationships, and the cost of personal items. At least this is the case until we know someone well

Studying abroad is a huge learning experience - not only in the subject area you are studying but also in your daily activities inside and outside of the classroom. You will learn how people of another culture view the world!

**Getting Involved**

Here are a few ideas of how to meet people and get involved in the community:

- **Volunteer**: There are opportunities on campus to volunteer and you’ll also find a wide choice of volunteer positions posted at Volunteer Victoria [www.volunteervictoria.bc.ca](http://www.volunteervictoria.bc.ca)
- **Join a group**: If you have hobbies or activities which you enjoyed doing in your home-country, try to find similar groups here. [www.meetup.com/cities/ca/bc/victoria](http://www.meetup.com/cities/ca/bc/victoria)
- **RRU Recreation Centre**: You can meet other people with similar interests by getting involved in activities at the recreation centre [https://student.myrru.royalroads.ca/campus-amenities/recreation-centre](https://student.myrru.royalroads.ca/campus-amenities/recreation-centre)
- **Community events**: You will find there is a lot going on in Victoria! Monday Magazine and Harbour Living are informative sources for events in the area [www.mondaymag.com](http://www.mondaymag.com) or [www.harbourliving.ca](http://www.harbourliving.ca)
- **Organize an event**: (e.g., BBQ, picnic, or movie outing) and invite your classmates
STUDENT RESPONSIBILITIES

Your Responsibilities as an ISC Student

It is your responsibility to follow all rules of the ISC and Royal Roads University. You are responsible for your behavior and academic performance.

Click here to review Student Policies and Procedures.

Please make sure you do and adhere to the following:

- Complete all the tasks given to you during orientation
- Keep the ISC office up-to-date with your contact details:
  - Local (Victoria) and home addresses
  - Phone and mobile cell numbers
  - Local and home emergency contact details
  - Email address is mandatory
- You MUST attend all the classes you are scheduled to attend on your class schedule
- You MUST check your Royal Roads email account everyday – all important university information, regular updates and activity information will be sent to this email address
- If you are ill and unable to attend class you MUST call the ISC Office (250-391-2600 ext: 4702) to inform the administration by 8:30am. You MUST communicate with the ISC Office every day that you are ill
- You MUST ensure that you pay all your fees as billed by RRU ISC or Study Group on time. Failure to do so may result in inability to register for the next term
**ISC: STUDENT POLICIES**

**Attendance Policy**
If you need to be absent for any reason, you must inform ISC’s Student Support Officer or Centre Administrator in advance. If you are sick, you must phone or email the ISC before the start of class.

**The telephone number to let us know you are sick is 250-391-2600 ext. 4702**

The ISC takes attendance very seriously. If your attendance drops below 80%, it will be brought to the attention of the Centre Director and your marks will be affected; other consequences are under review.

**Sick Policy**
Sickness (with a doctor’s note) is the only acceptable reason for excused absences. Every other instance will be counted as an absence. It is your responsibility to make up any work that you miss due to absence. If you miss a test as a result of an absence, you will not be allowed to write the test unless you can provide a doctor’s note for your absence.

If you miss a substantial number of classes, you will automatically be placed on a Medical Leave of Absence.

**Late Policy**
Students must be in class within 5 minutes of class starting. If students arrive 5 to 10 minutes after class has started, they are considered late. If students are regularly late, the Attendance Policy comes into effect and the Centre Director is notified.

If you are more than 10 minutes late, you are not allowed to enter class.

**Cell Phones, Smart Phones, Electronics**
Students are not allowed to use cell phones in the classroom unless given specific permission.

**INTERFAITH ROOM**
For students who wish to practice their faith on school grounds, an Interfaith Room is available. For specific places of worship off campus, please see the Student Support Officer in the ISC.

**CLASSROOMS**
- Classrooms are to be kept clean at all times
- You are not allowed to leave anything in the classrooms throughout the day or overnight
- Rent a locker if you wish to keep things at the school
- Please remove all garbage from the classrooms
- Food and drink are not permitted in the ISC classrooms, the only exception is a bottle of water
- You are not allowed to use the computers in the classrooms that are used for the interactive white boards

**LOCKERS**
Lockers are available for rent from the main reception area in the Learning and Innovation Centre (LIC). There are approximately 30 half lockers located outside of the ISC classrooms. Half lockers are available for a cost of $5.60/month and you must provide your own lock. Full lockers are available for $7.84/month but are not located near the ISC classrooms.
**Late Assignments**

It is very important to hand in your assignments on time. All assignments are due on the day and time given by the instructor. Marks will be deducted for any assignment submitted after the due date.

**You must submit all assignments, even if they are late.** If you do not hand in all of your assignments, you may need to repeat your class.

If you miss a test, you will be given a zero on that test. If you miss the test because you are sick, you must provide a doctor’s note before you are allowed to write the test.

If you miss the final exam for a class, you will fail that class.

**Passing Marks**

You are required to achieve a mark of 50% or more in all classes to proceed to the next level. If you do not achieve this mark, you will have to repeat your classes.

**Tutoring**

If you would like to have extra help outside of the classroom, please speak to the Head of English about the possibility of arranging a tutor at an additional cost.

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**ENGLISH ONLY RULE**

For EAP/UBP students: To help improve your English ability, we have an English Only rule while in class. When you are in class, we ask that you speak English to other students and staff. If you are caught speaking another language, you may be subject to discipline such as a letter on file, being marked absent for a day and/or speaking to the Centre Director.

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**TURN OFF CELL PHONES/LAPTOPS**

Please turn off all cell phones and laptops during class time. You are not allowed to have cell phones out during the class. Your teacher may take your cell phone away, if it is disturbing the class.

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**ALCOHOL & DRUGS**

Drinking alcohol is not permitted in any public area of Victoria. Drinking on campus is not permitted except in the Habitat Café, which is a licensed area.

The legal age for smoking and drinking in BC is 19.

Drugs are illegal and you will face serious consequences, if you take any.

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**SMOKING**

Canada has strict bylaws about smoking. It is against the law to smoke in all public buildings, including restaurants, bars, cafes and public patios. It may offend those around you. Smoking is not permitted inside any RRU building. Outside, you must be at least 10 metres away from doors, windows or ventilation intakes. Always dispose of your cigarette butt in an ashtray.
ACADEMIC CONDUCT

While you are at RRU, you need to follow the guidelines of academic conduct outlined below.

**Cheating is not permitted.** Cheating is copying from another student, allowing another student to copy from one’s own work, consulting with another person during exams, using unauthorized aids during an exam, and the theft or unauthorized possession of an exam paper or other materials.

**Duplication of work is not permitted.** Submitting work for one module/course, which has been or is being submitted for another module/course, is not permitted without the express permission of the instructors involved. When a student repeats a course, the same work cannot be submitted a second time.

**Plagiarism** is the act of presenting or copying the ideas or works of another person and pretending they are your own. This applies to all materials, electronic or in print. It is very important not to copy any material from the internet. To avoid plagiarism, please do the following:

- Cite all sources used
- Use footnotes and endnotes (even if paraphrasing another person’s work)
- Include references or a bibliography
- Check [Royal Roads University’s plagiarism policies](#)
- Speak to your ISC writing teacher if you need help

**The extensive use of editors and similar assistants may qualify as plagiarism.** Students must discuss any such editing plans in advance with their instructor/advisor.

Should the Centre Director determine that a violation of this Policy has occurred; actions that may be taken include, but are not limited to, the following:

- a letter of reprimand
- a reduction of grade
- a probationary period
- requiring the learner to re-submit an assignment or exam;
- assigning a grade of F (Fail) for the course
- requiring the learner to withdraw from a course or program of study; or,
- recommending the learner be suspended or expelled from the university.

A copy of the Centre Director’s letter advising the student of the penalty is provided to the Registrar and placed in the student’s file.
PASSPORT AND STUDY PERMIT

Passport
All visitors to Canada must have a valid passport. Passports must be valid for the entire duration of studies.

Students must obtain the correct documents from Citizenship and Immigration Canada (CIC), and to abide by CIC conditions.

Contact the visa office at your nearest Canadian Embassy, High Commission, or Consulate. The Canadian Visa Offices web page lists the visa office closest to you; visit that office’s website for specific local instructions.

Study Permit
All ISC students require a study permit to commence studies at Royal Roads University.

It is your responsibility to obtain the correct documents from Citizenship and Immigration Canada (CIC), and to abide by CIC conditions.

The application process can take several months; therefore, it is important to apply as soon as you receive your Letter of Acceptance from Royal Roads University.

VISA PROCESSING
Visit the Government of Canada website to learn more about processing times

All participants in ISC programs are subject to the rules of the University. Applicants are reminded that international students in Canada must comply with all laws in order to retain valid study permits. Should a student’s study permit be revoked, he/she will be subject to dismissal from the program and may be required to return to his/her come country. In these circumstances, the student may also be subject to legal actions that may be commenced by the authorities.
Homestay
The ISC will match you with a welcoming family who will provide accommodation and a full meal plan. Homestays are located in appealing, safe neighbourhoods accessible to Royal Roads via public transportation. They meet high standards of safety and cleanliness, and may be able to arrange for dietary restrictions. Prearrange for a homestay prior to leaving your home country by completing a homestay application form that is part of the RRU application package.

Homestays include, at a minimum:

- A bed with clean linen
- Private storage for your belongings (such as a chest of drawers or a closet)
- Access to a bathroom with your own clean towels (typically bathrooms are shared among members of the host family)
- Full meal plans (breakfast, lunch, and dinner)
- A quiet place to study, often in your own room

They will arrange airport pickup for your arrival, and when possible, try to accommodate special requests (like dietary restrictions).

Minors in Homestay
If you are considered a minor in Canada, defined as under the age of 19, Canadian Homestay International (CHI) will act as custodians during your stay in Canada.

As custodians, CHI’s services include:

- Emailing your parents a welcome letter prior to your arrival in Canada
- Reporting your safe arrival to your parents
- Consulting with your Agent or parents by email (and if possible, by telephone) in the event of an emergency
- Meeting with you in person at least twice a semester
PRIVATE ACCOMMODATION

Private Housing

Many private options such as studio apartments or entire houses are close to campus. You are responsible for the search, negotiations, furnishings, utilities, house rules, leases and any landlord-tenant disputes. The ISC can help with recommendations.

- [www.royalroads.och101.com](http://www.royalroads.och101.com)
- [http://victoria.en.craigslist.ca](http://victoria.en.craigslist.ca)
- [www.usedvictoria.com](http://www.usedvictoria.com)
- [http://victoria.kijiji.ca](http://victoria.kijiji.ca)
- [http://ca.roommates.com](http://ca.roommates.com)
- [www.timescolonist.com](http://www.timescolonist.com)
- [www.sublet.com](http://www.sublet.com)

Local Transportation

Bus

There are several bus possibilities to get you to campus, depending on where you live in Victoria.

Check the BC Transit Ride Guide to figure out which will work best for you. Bus stops are located at the corner of College Drive and University Drive and at the north end of College Drive. You must purchase the U-Pass bus pass upon arrival. This bus pass allows you unlimited access to busses in the Victoria area. The cost is $170.00 for a pass valid until August 31, 2013. [www.bctransit.com](http://www.bctransit.com)

Car

If you are driving to campus, you can purchase a parking permit from University Reception (in the LIC building).

Ferry

If you want to travel to Vancouver, you have to take a ferry. Victoria has ferries departing to Vancouver and certain Gulf Islands from the Swartz Bay terminal in Sidney, just north of Victoria. Check BC Ferries for fares, schedules, and to make reservations. There are also ferries to the U.S. that leave from Sidney and downtown Victoria. [www.bcferries.com](http://www.bcferries.com)
Packing Checklist
Ensure you review this prior to departing for Canada:

- Valid passport
- Valid study permit or letter of introduction from a Canadian Consulate, Embassy or High Commission
- Acceptance letter from RRU
- Proof of medical insurance
- Airline ticket
- Valid Driver’s Licence, International Driver’s Licence, and driving record from your country
- Address and phone number of the place you will be staying (written on paper — do not rely on information stored on your laptop)
- Some Canadian money for your first few days
- Credit card
- Prescriptions for medicine or eye wear
- A variety of clothing that can be worn in layers
- (T-shirts, long-sleeved shirts, sweaters). Student dress is casual, but business attire may be required for presentations or work. Formal attire may be recommended for special events
- Waterproof raingear, umbrella. Winter months require warm coats, gloves and hats. Seasonal clothing is readily available for purchase
- Medications contained in original, labelled packaging and accompanied by your doctor’s prescription. Check Canada Customs restrictions regarding conventional and traditional medicines
- Camera
- Dictionary (English/your language) or electronic translator
- Laptop computer (with 110-volt adaptor for North American plugs)
- Photographs, music, food and other interesting items from your homeland (your new friends will be interested!)
- Visit the Be Aware and Declare website to learn what you are not allowed to bring into the country, and what items you must declare
HEALTH

Hospitals, Doctors, and Walk-in Clinic

Victoria has several hospitals; the closest hospital is the Victoria General Hospital. If you have a medical emergency, go to an emergency ward at one of the hospitals (you do not need an appointment), and they will help you. If your situation is not an emergency, and you would still like immediate medical attention, you can go to any walk-in clinic without an appointment. Clinics are good choices for non-life threatening issues, as the wait time is much shorter than the hospital. [Click here for a list of Walk-in clinics.]

Campus Security provides First Aid 24 hours/day, 7 days/week. Call 250-391-2525.

Remember to bring a health insurance card or details of your health insurance when you go to a hospital or clinic. If you do not have the correct documents, you will have to pay to see the doctor, and this can be very expensive.

HEALTH INSURANCE

StudyCare

In Canada, the cost of medical treatment is very high, if you do not have proper health insurance. For this reason, Royal Roads University students must have medical insurance for their stay in Canada.

The mandatory insurance is provided by Study Group’s StudyCare—a plan designed especially for international students. StudyCare will cover you for loss of personal possessions as well as provide health and medical insurance.

StudyCare is provided by a company called Student Guard. Student Guard will provide you with an ID card to use when you visit a clinic or a hospital. We will give this to you when you arrive on campus. [Click here to learn more about Student Guard.]

WALK-IN CLINICS

<table>
<thead>
<tr>
<th>Clinic</th>
<th>Address</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Anthony’s Medical</td>
<td>582 Goldstream Ave.</td>
<td>250-478-6242</td>
</tr>
<tr>
<td>Colwood Medical</td>
<td>1910 Sooke Rd.</td>
<td>250-478-8833</td>
</tr>
<tr>
<td>Lansdowne Walk-in Clinic</td>
<td>Suite 120-1641 Hillside Ave.</td>
<td>250-592-4212</td>
</tr>
</tbody>
</table>

(Lansdowne Walk-in Clinic will accept StudyCare cards directly with no payment up front.)
Shopping
There are many shopping options in the Langford/Colwood area:

**Wal-Mart Supermarket** • Located on 860 Langford Parkway, approximately a 5 minute drive away from the university, Wal-Mart has a large selection of clothing, housewares, cosmetics, and food.

**Millstream Village** • About a ten minute drive from the university, this shopping complex has many outlet shops; it is less expensive than other shopping areas.

**Westshore Town Centre** • This is a large shopping complex about a 5 minute drive away from the university. It has banks, restaurants, cell phone stores, shops, and a movie theatre.

There are also a large number of shops in the downtown area. Come to the ISC to get your complimentary map of downtown which shows a variety of shops and attractions.

**Budgeting**
You will need to budget carefully to cover all of your living costs, including clothes, transportation, books, and entertainment.

It is difficult to estimate how much money you will need over a year, as this depends on individual lifestyles and circumstances.

**Approximate Prices in Victoria**

**Cell phone:** $20-$100/month
**Movie ticket:** $7-$15/movie
**Dinner at a restaurant:** $20-$40/pp
(It is common to tip your server 15% on top of the bill)
**Coffee:** $2/cup

**Please remember that almost everything you buy will have an additional 12% tax on top of the “sticker price”**

Banking
The ISC can help you set up a bank account during your first week at Royal Roads University.

It is important to have a bank account during your time in Canada, as it is not a good idea to carry a large amount of money on you or to keep a lot of money in your room.

Credit cards are widely used in Canada. If you wish to open a credit card, please talk to ISC’s Student Support Officer.
We strongly recommend that you fly directly into Victoria International Airport (YYJ). Upon confirmation of your homestay arrangements and details of your flight, we will arrange airport pickup for you.

Vancouver International Airport is the next closest international airport, but it is located approximately 100 kilometres away and is only accessible to Victoria by ferry. If you fly into Vancouver, it will take you about five hours to get to Victoria.

For airport pickup service from Vancouver, please contact Beaton’s Meet and Greet:
www.beatonsmeetandgreet.com

**If you have any problems upon your arrival in Canada, please contact the ISC emergency number: 250-217-0960

**If you are staying in a homestay and have problems upon your arrival in Canada, please contact the CHI emergency number: 250-412-3813, ext. 1

**Customs and Immigration

When you arrive at the airport, you will need to go through Customs and Immigration. Please make sure you have your acceptance letter from Royal Roads University as well as your Student Visa information ready to show the Customs official.

** Make sure you are aware of what you are not allowed to bring into the country and what items you must declare. Detailed information is available here.

Victoria Maps

You can find maps of Greater Victoria, Downtown Victoria, and Gulf Islands and more online on the Tourism Victoria website. Click on the area where you want to go to find detailed street and attraction locations.

You can also grab a map of Downtown Victoria at ISC, Grant 131.

Royal Roads University Campus Map
The ISC is the starting point for almost all international student questions.

We, along with the Office of Global Advancement, assist students, and their accompanying family members, to prepare for arrival in Canada. We support them as they settle here, throughout their lives as international students, and as they move on to the next stage (whether returning home, applying for a post-graduate work permit, or aiming for permanent residency).

We are available to speak to students who are having difficulties adjusting to life in Canada, who are feeling homesick, or who have safety concerns.

Contact Patricia Akamp at international@royalroads.ca at the Office of Global Advancement, 4th Floor, Hatley Castle, for guidance support in:

- Visas, study and work permit support
- International student orientation
- Accommodation assistance
- Assistance with medical insurance
- English language support
- Socio-cultural activities
- Working in Canada workshops
- Social Insurance Number registration
- Permanent Residency info sessions with CIC and the BC Provincial Nominee Program
- Support and advocacy for students with personal and financial difficulties
- Advising sessions on a drop-in basis

The ISC offers an international student orientation to help students settle into their new life in Canada and at RRU.

In September and January of each year International Student Orientation welcomes new international students to campus. Orientation is a mixture of fun and informative sessions. It is a perfect opportunity to meet friends.

Orientation includes:
- Campus tours
- Information sessions about academic culture, adjusting to Canadian culture, services offered to students on campus
- Opportunities to meet classmates and other students on campus
- Social activities

Your First Day

Please bring:
- Passport
- Study Permit
- Visa documents
- Acceptance letter

Before you arrive, connect with us online:

- www.studygroup.com/isc/royalroads
- http://rruinternationalblog.com
- www.facebook.com/iscroyalroadsuniversity
- https://student.myrru.royalroads.ca/groups/rru-international
- http://international.royalroads.ca/
We want to hear from you.

International Study Centre
Royal Roads University
Grant Building, Office 131
2005 Sooke Road
Victoria, BC
Canada, V9B 5Y2

Tel: 250-391-2600 ext: 4701
isc@royalroads.ca
www.royalroads.ca/isc

Office hours:
Open Monday to Friday
8:30am – 5:00pm
Except for holidays