



**RED DEER  
PUBLIC SCHOOLS**

International Student Program

# International Student **ORIENTATION HANDBOOK**



## WELCOME TO THE RED DEER PUBLIC SCHOOLS INTERNATIONAL STUDENT PROGRAM

We want to welcome you to Red Deer and to Canada. We hope you will enjoy your stay, your host family and the wonderful opportunity to experience life here in Red Deer, Alberta, Canada.

In this guide you will find information that will help you to get started and to be more familiar with Red Deer. Read it carefully, we are sure that it will be very helpful to you in your first few weeks in Canada.

Don't forget that you are here to complete your education, to improve your English and to experience a new culture. Do your best to make it enjoyable, constructive, enriching and it will be an experience of a lifetime!!!

Sincerely yours,



Brian Plastow  
Director International  
Education



Lisa Loeppky  
International Education  
Coordinator



Kerry Cunningham  
Admin Assistant



Sandi Ringham  
Homestay Coordinator



Alejandra Feindel  
Homestay  
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Red Deer Public Schools - International Student Program



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## INTERNATIONAL SERVICES CONTACT INFORMATION

The Red Deer Public International Services office is located at 4747-53 Street. The office is open from 8:00 am - 4:00 pm Monday to Friday. The office is closed on weekends and holidays.

Website: [www.rdpsd.ab.ca/internationalservices](http://www.rdpsd.ab.ca/internationalservices)

Email: [internationalservices@rdpsd.ab.ca](mailto:internationalservices@rdpsd.ab.ca)

Phone: 403-343-1405

### INTERNATIONAL SERVICES CONTACTS

Mr. Brian Plastow	Director	403-342-3726	<a href="mailto:brian.plastow@rdpsd.ab.ca">brian.plastow@rdpsd.ab.ca</a>
Mrs. Lisa Loeppky	Coordinator	403-357-3990	<a href="mailto:lisa.loepky@rdpsd.ab.ca">lisa.loepky@rdpsd.ab.ca</a>
Ms. Kerry Cunningham	Admin.	403-342-3729	<a href="mailto:Kerry.cunningham@rdpsd.ab.ca">Kerry.cunningham@rdpsd.ab.ca</a>

### HOMESTAY CONTACTS

Sandi Ringham                      Homestay    [homestay@rdpsd.ab.ca](mailto:homestay@rdpsd.ab.ca)

24 Hour Emergency Number for evenings and weekends:      1-587-679-0791

### MEDICAL INSURANCE CONTACTS

Emergency Assistance	1-866-883-9787
General Inquiries	1-888-386-8888

### SCHOOL CONTACTS

Hunting Hills High School	403-342-6655
Lindsay Thurber Comprehensive High School	403-347-1171
Gateway Christian School	403-346-5795
Central Middle School	403-346-4397
Westpark Middle School	403-347-8911

**EMERGENCIES (Ambulance, Fire, Police or other Emergencies) call 911**



## PRE ARRIVAL LEARNING AND ONLINE ESL TESTING

### PRIOR TO YOUR ARRIVAL

Every student for whom English is not their first language, will be sent a code to take an online ESL test as well as a Math Placement test a few months prior to their arrival. **It is extremely important that students do these tests entirely on their own and do not receive any assistance from other people, the internet or translation devices.** We use the information from these tests to help us ensure that we are enrolling you in classes that are appropriate for your level of English and Math. If you receive help on the test and your score is not accurate, then you may find yourself in classes that are much too difficult and if you need to make timetable changes after you arrive, there may not be space in all of the classes you desire.

Please try to complete all portions of the pre-arrival learning and ESL test prior to your arrival.

Our school timetables allow students to be enrolled into 4 classes per semester. The only exceptions to this are if students enroll in an elective course such as Symphonic band, choir, Leadership, etc. that are classes offered outside of the regular timetable. Students who are required to take 5 core classes to meet the requirements to return to their school in their own country, will not be able to fit any elective classes into their timetable if they are attending for only one semester.

It is not always possible to fit every option you would like into your timetable so please give us a large number of possibilities to choose from. We will do our best to try to fit your first few choices into your schedule. If you did not list the courses you are interested in on your application, please contact us with this information as soon as possible after you have applied.



## WHAT TO BRING WITH YOU TO CANADA

### CLOTHES:

Summer: Swimsuit, light clothing, summer shoes

Fall/Spring: Light jacket, sweater, raincoat, hiking shoes/boots

Winter: Check out the page on Winter in Red Deer and it will give you information on the necessary winter clothing

- ◆ No matter the season, you should bring:
- ◆ Warm coat, Raincoat
- ◆ Comfortable walking shoes
- ◆ Comfortable clothes
- ◆ Back pack



### PERSONAL ITEMS:

- ◆ Bring some personal items that can make you feel at home!
- ◆ Pictures, Souvenirs, Books in your own language

### DOCUMENTS AND THINGS TO HAVE WITH YOU AT THE AIRPORT:

- ◆ Passport
- ◆ Letter of Acceptance from Red Deer Public Schools and Custodian Documents
- ◆ Letter with the file number from Immigration Canada (if you are in Canada for more than 6 months)
- ◆ Proof of your medical insurance (card will be issued on arrival, receipt for payment is proof)
- ◆ Important phone numbers (Emergency, Consulate of your country in Canada, host family, International Services, parents, etc.)
- ◆ Bank card (that is accessible via the Interac or Cirrus networks)
- ◆ Credit Card (Visa, Mastercard or Amex)
- ◆ Some Canadian CASH in case you need to make a phone call from the airport



### SECURITY

**You must be ready for security check before boarding the airplane at the Customs. Do not panic, do not make jokes and answer all questions honestly**

Remember that some items are NOT allowed in your carry-on luggage in the plane:

- ◆ Scissors, knives, razors or any sharp objects.
- ◆ Anything that can be used as a weapon.
- ◆ Liquids of any kind unless they are in quantities no greater than 100 ml or 3.4 oz. (these must be put in clear plastic bag and placed in tray at security)
- ◆ Flammable items such as lighters, sprays, etc.
- ◆ Hazardous materials of any kind.

### BAGGAGE

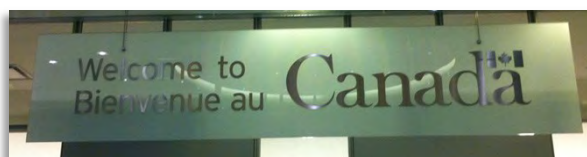
For more details on checked baggage rules, please check out this link:  
<http://www.aircanada.com/en/travelinfo/airport/baggage/checked.html>



## AIRPORT ARRIVAL

### (Preferred airport arrival: Calgary)

Students with connecting flights in Canada will go through Canadian Immigration and Customs in the **FIRST PORT OF ENTRY** to Canada (for example, a student flying from Mexico City to Vancouver and from Vancouver to Calgary will clear Customs and Immigration in Vancouver)



At the first arrival at a CANADIAN airport (Vancouver, Toronto, Montreal, Calgary....)



1. Follow the signs to baggage claim and immigration
2. Go to immigration area
3. Have ready for the Immigration Officer:
  - Customs card (given to you on the airplane to complete)
  - Passport
  - Letter of acceptance from Red Deer Public Schools
  - If you are here for more than 6 months, your letter with the file number from Immigration (to get the study permit from the Immigration Officer)
  - Be ready to tell the Immigration Officer you are here to STUDY for a year or a semester
4. If you do have to pick up your luggage (it will depend on your flight) go to the Baggage Claim and pick up your suitcases.
5. Go to Customs (have the Customs card ready).
6. Register your baggage again by placing it on the luggage belt.
7. Go to the gate for your connecting flight.

### IF YOU MISS YOUR CONNECTING FLIGHT:

- ◆ Call your host family and your homestay program's Emergency number (Red Deer Public International Student Program)—Emergency # 1-587-679-0791
- ◆ Go to the airline desk to rebook your connecting flight

Upon arrival in Calgary or Edmonton:

8. Follow the Baggage Claim signs.
9. Pick up your suitcases.
10. This is where you will meet the person in charge to pick you up.

**Baggage Claim**  

If the person who is picking you up doesn't seem to be there, contact us at:

International Services Emergency Number 1-403-318-1896



## VIRTUAL ORIENTATION

Orientation will be done in person but we also offer some pre-arrival Orientation materials so that we can spend much of the in-person day getting to know each other. Students will receive an email with links to some virtual orientation information about a month prior to arrival. We ask that students find time to view the videos and review the information before they arrive. Students will be given details about the in-person orientation days where they will meet the staff, learn about the city, learn more about studying in Red Deer, and go for a tour of the schools where they will get their text books, lockers, and a school tour.

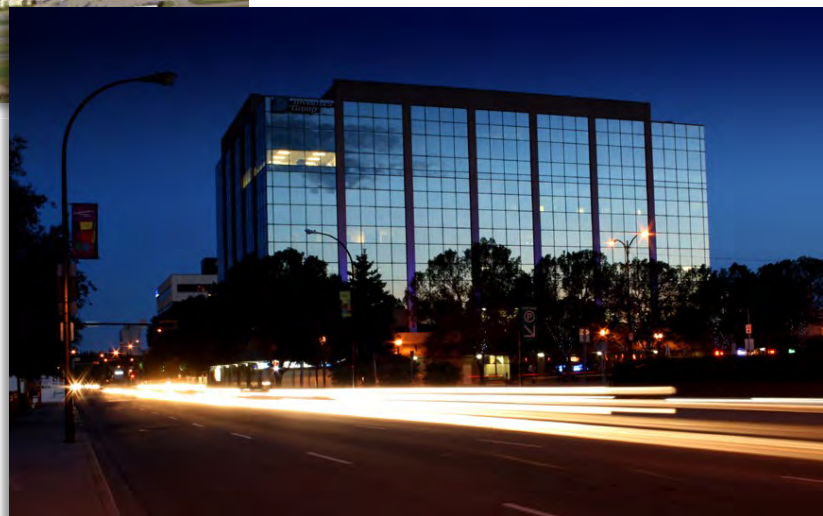
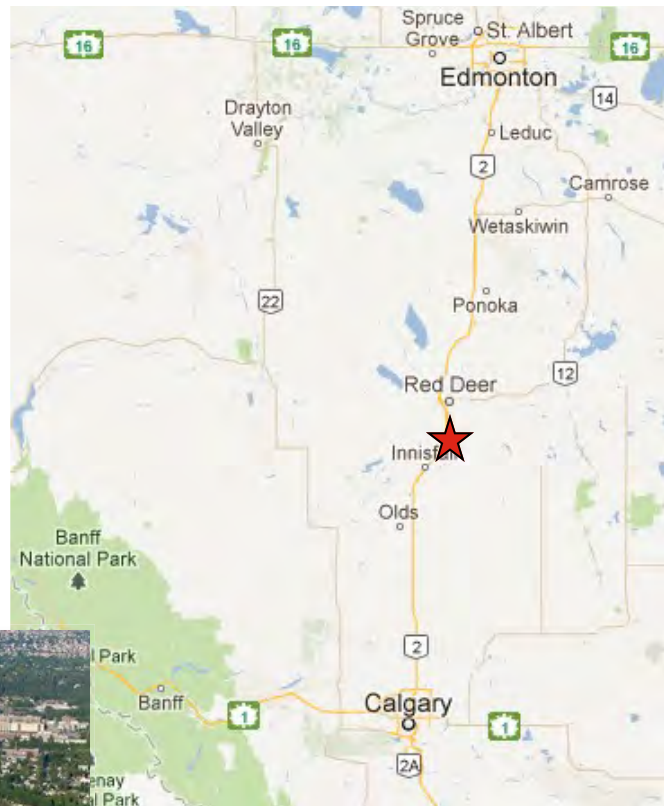
Our Diplomat program is back and operating. In June each year, we will do the matching for the students arriving in August. New international students will be matched with a Canadian student to help welcome to the school and the community. The Canadian Diplomat students are encouraged to initiate contact with their students over the summer and then they will meet them in person at the school orientation day.

## RED DEER LOCATION

Red Deer is located between the cities of Edmonton and Calgary.

-Red Deer to Edmonton (North)  
157 km  
1 hour 40 minutes

-Red Deer to Calgary (South)  
145km  
1 hour 30 minutes





## HOW TO USE THE BUS IN RED DEER

### BUS ROUTES

- ◆ To complete your trip, you might have to take two buses
- ◆ You can take your bike with you and attach it on the front of the bus (for details ask your host family)
- ◆ You can find more details about the regular bus routes from one address to another in the city and information about the MyBus app by going to this link: <https://www.reddeer.ca/city-services/transit/routes-and-schedules/>



### OVERLOAD ROUTES

There are “Overload Busses” which are special DIRECT buses that go to and from school daily in the morning and in the afternoon

### WHERE TO BUY TICKETS OR BUS PASSES

- ◆ Bus passes will need to be pre-paid for each semester before your arrival. If you lose your bus pass, a replacement one will cost you \$10.
- ◆ Every international student who pays for a bus pass will receive an unrestricted bus pass that can be used to get to and from school as well as in the evenings and weekends.



### TRANSIT SERVICE HOURS

Monday to Saturday: 5:15 AM—11:00 PM  
(with reduced frequency on some routes after 8 PM)  
Sundays/Holidays: 8:00 AM—7:30 PM

### FOR MORE INFORMATION

You can visit the City of Red Deer website at:

<https://www.reddeer.ca/city-services/transit/routes-and-schedules/>

Email: [transit@reddeer.ca](mailto:transit@reddeer.ca)

Phone: (403) 342-8225

## BANKS IN RED DEER

There are a number of banks located near the downtown bus terminal as well as ones located close to both of the local shopping malls. Here are a few that you may find convenient:



### Scotiabank

5002-50 Street (downtown)  
4421-50 Ave (downtown)  
2950-22 Street (near Lancaster)  
6704-50 Ave (near Parkland Mall)



### RBC Royal Bank of Canada

2610-50 Ave (near Bower Mall)  
4943-50 Street (downtown)  
6971 Gaetz Ave  
71 Clearview Market Square



### CIBC

6721-Gaetz Ave. (near Parkland Mall)  
5111-22 Street (South end of city)  
23 Clearview Market Way



### BMO Bank of Montreal

4900 Molly Bannister Drive (Bower Mall)  
#300, 6130-67 Street (North end of city)  
72 Calder Street  
3825 40 Ave. (Eastview)



### ATB Financial

6794-50 Ave. (North end of city)



### TD Canada Trust

6320 50 Ave. (near Parkland Mall)  
5001, 19 Street, Unit 500 (South end of city)  
63 Clearview Market Way

## RECREATION ACTIVITIES IN AND NEAR RED DEER



### Parks, Trails & Picnic Shelters:

Red Deer has an excellent network of 80 kilometers of paved bike trails for walking, biking, roller blading and cross-country skiing in winter. Most parks have picnic tables and benches and many are along streams, creeks and the Red Deer River. For details:

<http://www.reddeer.ca/City+Government/City+Services+and+Departments/Recreation+Parks+and+Culture/Parks/Parks+Trails+and+Picnic+Shelters/Trails/default.htm>

**Great Chief Park:** Fenced fastball and baseball diamonds and a combination soccer/football field, a 9 hole pitch and putt golf course and horseshoe pit also nearby. Address: 4707 Fountain Drive. (403) 309-8411

### Bower Ponds:

Depending on the season, the Bower Ponds Pavilion offers ice skating as well as kayak, paddleboat and canoe rentals. A concession area and washrooms are also available. Address: 4707 Fountain Drive, Red Deer. (403) 347-9777



### Recreation Parks (Swimming and Sports):

G. H. Dawe Centre: (Indoor pool, waterslide, indoor skating rink, fitness centre indoor gym)

Rotary Recreation Park: (Indoor and outdoor pools, indoor and outdoor tennis)

Collicutt Centre (Indoor pool, indoor running track, fitness centre, indoor soccer pavilion, field house, indoor skating rink, climbing wall, dance studio)

Roland Michener Aquatic Centre: (indoor pool)

**Heritage Ranch:** An equestrian centre to enjoy some of Alberta's western heritage. Kayak rentals, fishing pond, access to the city's trail system, trail rides, and carriage/sleigh rides are just a few of the activities offered. (403) 347-4977



### Indoor and Outdoor Ice Rinks:

Kinex Arena: indoor rink open year round at 4725-43 Street.

Kinsmen Arena: Indoor rink open year round at 5 McIntosh Avenue.

Collicutt Centre: Indoor rink open year round at 3031-30 Avenue.

G. H. Dawe: Indoor skating rink open year round at 56 Holt Street

Red Deer Arena: Indoor skating rink open year round.

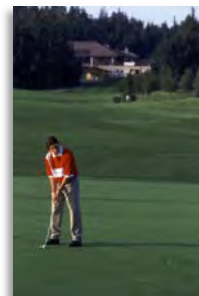
Outdoor skating rinks are located in most neighbourhoods throughout the city during the winter months.



**Discovery Canyon:** Bubbling pools of water and a float creek for tube floating. Small pond and beach for swimming at the bottom of creek. Concession and tube rentals open during summer months. Located on the East side of the river beside River Bend Golf course.

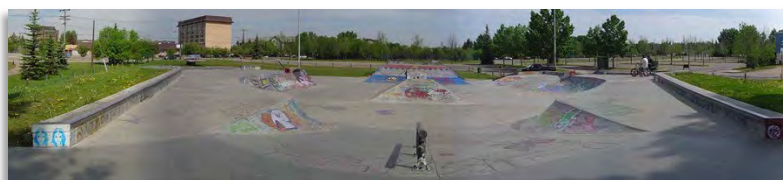
#### **Golf Courses:**

River Bend Golf course is a scenic 18-hole golf course located on 30 Avenue, just 5 km North of 67 Street. There are 4 other golf courses within 2 km of the city limits including: Balmoral Golf Course, Red Deer Golf and Country Club, and Alberta Springs Golf Resort.



**Canyon Ski Area:** Canyon is located just 10 minutes East of Red Deer. It has 5 different lifts and 13 runs as well as a terrain park for snowboarders. You can also ski in the evenings thanks to the extensive lighting system. For more info: [www.canyonski.ca](http://www.canyonski.ca)

**Skate Parks:** Enjoy the Red Deer Skate Parks for skate boarding and roller blading. One is located at the base of Spruce Drive Hill next to the Red Deer Arena and the other one is located at 6391-76 St. near Glendale School.



#### **Sylvan Lake:**

Sylvan Lake offers year round tourism with the lake as a primary attraction which includes waterslides, golf, ball diamonds, parks and walking trails. Winter activities include curling, ice skating, snowshoeing, snowmobiling, cross country skiing, etc.

#### **Bower Place:**

Bower Place is a shopping mall located on the South side of the city at 4900 Molly Bannister Drive. The large department store is The Bay.



#### **Parkland Mall:**

Parkland Mall is a shopping mall located on the North side of the city at 4747-67 Street. The large department store in this mall is Walmart.

## MOVIE THEATRES IN RED DEER

### Carnival Cinemas (downtown)

(Approximately 1 km walk Sorensen Transit Terminal)

<http://www.carnivalcinemas.net/>

Carnival  
Cinemas



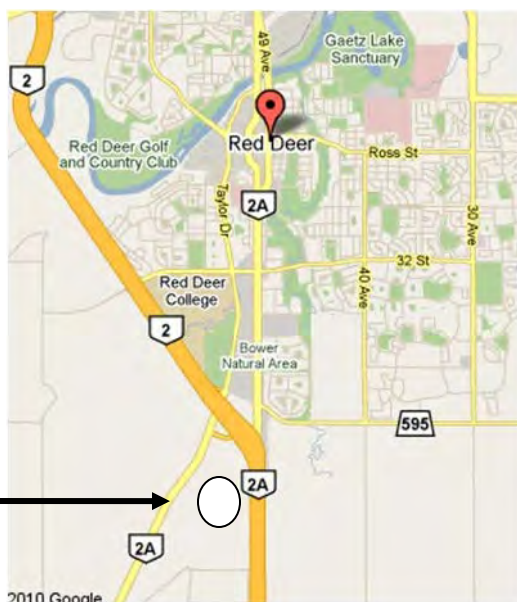
### Galaxy Cinemas (South of Red Deer off Highway 2)

(Bus Route 12 to the Leva Ave. stop near Costco—NOTE Bus doesn't go here after 9:30 PM)

<http://www.cineplex.com/Theatres/TheatreDetails/E3A7208E/>

[Galaxy\\_Cinemas\\_Red\\_Deer.aspx](http://www.cineplex.com/Theatres/TheatreDetails/E3A7208E/Galaxy_Cinemas_Red_Deer.aspx)

Galaxy  
Cinemas





## FITNESS CENTRES



### THE COLLICUTT CENTRE

Get involved in your favourite sports at the Collicutt Centre!

Activities include: Basketball, Tennis, Volleyball, Badminton, Soccer, Ice Skating, Hockey, Wall Climbing, Running, Gymnastics, Fitness Centre, Swimming.

Prices (approximately)

1 visit (must show Student ID) \$7.20

10 visit card (must show Student ID) \$57.50

Monthly Pass (must show Student ID) \$36.10

\*the monthly pass entitles you to enter other City of Red Deer recreation facilities including: G. H. Dawe Community Centre, Roland Michener Aquatic Centre, and the Recreation Centre.

### DANCE MAGIC STUDIOS

(at the Collicutt Centre)

Dance Magic Studios (located at the Collicutt Centre) offers 8 Week Dance non-competitive Classes for all levels in: Hip Hop, Jazz, Tap, Ballet, Zumba, Lyrical, Contemporary, and Breakdance. Call 403-309-7319 or check their website at [www.reddeerdancemagic.com](http://www.reddeerdancemagic.com).

### G. H. DAWE CENTRE

The Dawe Centre has many of the same facilities as the Collicutt Centre but is located on the North side of the city and has slightly lower fees.

Activities include: Swimming/waterslides, Fitness Centre, Indoor running track, Hockey, Ice Skating,

Prices (approximately)

1 visit (must show Student ID) \$5.00

10 visit card (must show Student ID) \$40.00

Monthly Pass (must show Student ID) \$25.00

\*the monthly pass entitles you to enter the G. H. Dawe Community Centre, Roland Michener Aquatic Centre, and the Recreation Centre. This pass does not give you access to the Collicutt Centre.

## EMAIL AND WHAT'S APP MESSAGES ABOUT EVENTS

The International Services department organizes a number of activities throughout the school year specifically for our International Students who have paid the Activity Fee. Notices of these events are posted on our What's App group (new students will be added prior to arrival). Notices will also be sent to the student's personal email address.

If you get a Canadian cell phone to use while you are here, we will also ask you to share your phone number with us as we will send occasional group text messages with important information on upcoming events/activities.

### REPORT CARDS

High school students will receive a final report at the end of the school year or the end of your stay in Canada. You and your parents can see your current marks at any time during the year through the PowerSchool system. You will receive your username and password for this in the first few of weeks of school.



Host families and custodians are invited to participate in Parent-Teacher interviews. Please let you host family know when these are scheduled.

### ATTENDANCE EXPECTATIONS

Your first obligation in Canada is to attend school every day and go to all your classes. You can have fun, too, but your main job is to do well in your studies.

You must have your host parent call in to the school to verify your absence each time you miss a class. This rule applies to students both under and over 18 years of age.

If you are absent without verification, there can be serious consequences: you may lose academic credits and if the number of un-verified absences is too great, you may be asked to leave the international student program.

### THE HONOUR CODE

International students are expected to understand and follow the Honour code:

1. I will not copy from another student and claim the work to be my own.
2. I will not allow another student to copy my work.
3. I will not plagiarize\* Plagiarism is a serious offence and is not acceptable.
4. I will not use any electronic equipment such as a computer, calculator, or cell phone to give me an unfair advantage.
5. I will not cheat in any way. As an International Student, I agree to the conditions of the above Honour code.

\*Plagiarism, as defined by Gage's Canadian Concise dictionary, is "to take and use as one's own, the thoughts, writings, etc. of another".

Credit must ALWAYS be given to the originator of the words or idea.



## ACTIVITIES/ FIELD TRIPS

We have an Activities Program that includes a number of fun trips and activities for students who chose to take part. This fee is automatically added to your initial invoice unless you specifically requested to not take part in activities. Activities are subject to change but this is an example of what you can expect.

### SEMESTER ONE ACTIVITIES

- Welcome activity or barbeque
- Rocky Mountains (Banff and/or Lake Louise)
- Edmonton or Calgary
- Halloween Activity
- Canyon Ski Resort - skiing/snowboarding
- A few local activities



### SEMESTER TWO ACTIVITIES

- Rocky Mountains(Banff & Johnstone Canyon)
- Canyon Ski Resort—skiing/snowboarding
- Drumheller—Dinosaur Badlands
- Calgary or Edmonton
- International Student Gala and farewell
- other local events



## ALBERTA HIGH SCHOOL DIPLOMA REQUIREMENTS

If you are planning to graduate here in Alberta and want to obtain an Alberta High School Diploma, please be sure to let the staff in the International Services office know this as well as your in school guidance counselor as soon as possible after your arrival in Canada. The school guidance counselor will need to evaluate your previous school transcripts and help you ensure that you are enrolled in the necessary courses to qualify for graduation in Alberta. This can take some time so advance notice is required.

## GRADUATION CEREMONIES and INTERNATIONAL GALA

If you are interested in graduating with an Alberta High School Diploma, you must let our program staff know prior to arrival so that the necessary documents can be prepared and we can check to see if it is possible for you.

There are options for international students to participate in Graduation ceremonies as special guest or as graduates if they meet the requirements for graduation. You must let your counselor at the high school know that you want to participate and pay the associated fees for the cap and gown rental. There is no special attire required for this portion of graduation as clothing is covered by the gown. Only grade 12 students may participate in the prom.

We will host an year end International Gala for all of our international students and their host families.



## STUDYING IN CANADA

### Some Characteristics of Canadian Education

You will likely find some differences between the educational/value system in your own country and that in Canada. It is essential for you to understand the appropriate and accepted roles for students in the Canadian educational system.

#### In Canada:

- ◆ Students are encouraged to ask questions for clarification, to challenge information, or to extend thinking. The philosophy of education in Canada includes the idea that students should be involved in an interactive learning process; that is, they should not sit passively and accept or memorize what the teacher says.
- ◆ Teacher-student relationships tend to be relatively informal compared to those in many Asian countries. For example, teachers may begin the class with a joke or with friendly conversation.
- ◆ Group work is an important part of school learning; it stresses cooperation, tolerance, and compromise. It is also evaluated as part of your mark.
- ◆ Discussion is often used as a means of teaching. Students are expected to be able to discuss in order to develop their ideas and opinions and to present them in class.
- ◆ Students learn not just information, but how to arrive at conclusions, to solve problems, and to analyze. As part of this process, students are often asked how they got an answer, rather than just what the answer is.



#### Tips for Studying in Canada

- ◆ Don't be afraid to ask questions if you don't understand. Teachers expect to be questioned. Make sure you understand what the teacher wants you to do in an assignment. If you are quiet, the teacher will think that you understand. Teachers are usually available before and after school for questions and extra help.
- ◆ Be on time for class. If you are late you will be marked as late on the attendance sheet. If you miss a class, see the teacher the next day to find out what school work missed during your absence.
- ◆ You will probably find the classes less structured in Canada. You will have to organize your own time after school for study. Plan your time carefully, balancing school work, English practice, and relaxation.
- ◆ Hand in all assignments on the day they are due. If you are not able to finish your assignment on time, talk to your teacher before it is due. If you miss any assignment/quiz/text exam, see the teacher and ask if there is any way to complete the missing assignment.
- ◆ Almost everything you do that is assigned by the teacher counts in your final mark. That means that class tests, presentations, discussion assignments, working in groups are worth certain marks. Overall, class work is worth about 70% of your final mark while the formal examination itself is worth between 20% and 30%. A student who works hard all semester will likely pass the course, but a student who doesn't work hard and misses many classes will likely fail.

## PEOPLE IN THE SCHOOL

School staff are eager to help international students adjust to the new learning environment.

**Principal:** The principal is in charge of programs at the school and works closely with staff, students and parents.

**Vice-Principal:** The vice-principal assists the principal in running the school and looks after discipline.

**Teachers:** Students have different teachers for different subjects. You can call the teacher Mr. Ms. or Mrs. as appropriate and the person's surname (e.g. Mr. Smith), rather than "teacher".

**ESL Teachers:** They help students learn English and strategies for success in their other classes.

There may be school specialists who work with teachers and help students learn. These people include:

**Teacher-Librarians** who help students access resources on the internet and learn about books, tapes, videos, and magazines.

**Guidance Counselors** who assist in planning students' timetables and applying to university. They can tell you about other programs in the schools and in the community.

**Office Secretaries**, who assist in registering students, do the school's office work and answer phone calls.



**Teaching Assistants** who help teachers in the classroom.

**Custodians** who keep schools clean and make sure the building is operating safely and properly

## ACCESSING YOUR MARKS ONLINE VIA POWER SCHOOL

You can check your marks on assignments and tests online.

To access PowerSchool via your home computer, go to:  
<https://powerschool.rdpsd.ab.ca/public/home.html>

To access via your mobile device, follow the directions Download the App  
 -go to your phone's App Store, using search field, type in **PowerSchool**, select **PowerSchool for Students** and Download (PowerSchool for Parents will be available soon)  
 -You will need your **Student Web ID** and **Student Password**.  
 -The District Code is **JBGT**



## LIVING EXPECTATIONS

You must live with a family, preferable with an English-speaking family who can help you with your English. You cannot live alone or with a friend in an apartment. If you are a part of our Homestay Program, you will be placed with a carefully screened host family and you will have the support of your Homestay Coordinator should you have any difficulties.

If you change families, you must inform our office right away. If you insist on living alone, you will have to leave our program.

Although Canadian students 18 and over may legally live alone, this does not apply to international students, who, as a condition of acceptance to the Red Deer Public School District, agree to live with a family all of the time they are studying with Red Deer Public Schools. It should be noted that the majority of Canadian high school students live with their families until they have completed high school. Living with a family provides students with the necessary support and stability they will need to succeed in a school and a foreign environment.

## CULTURE SHOCK OR THE ADJUSTMENT PROCESS

As a newcomer to Canada, you will go through a predictable sequence of stages in adjusting to your new circumstances. The adjustment phase usually takes 3 to 4 months.

1. Arrival and first impressions: You will be excited to be in a new environment and everything will seem new and wonderful.
2. Culture Shock: You may become less optimistic as you find it difficult to make friends and learn English. You will miss your friends, family and everything that was familiar. You may become depressed and long for home.
3. Recovery and optimism: You feel better because you are experiencing success at school and making friends. You feel more confident about fitting in at school.
4. Acculturation: You become more comfortable in your new surroundings and can balance the new culture with your own culture. You can appreciate what the new experience is bringing to you.



## STUDENT ELECTRONIC MAIL (E-MAIL)

All students in Red Deer Public Schools will be assigned an E-mail to be used for the purpose of exchanging information for educational purposes. Students will be given a user login and a password. Students are expected to use this E-mail responsibly and in an ethical manner.

Use of the Email system contrary to this policy or in an illegal manner shall be subject to revocation of privileges and potential disciplinary action.

## DIPLOMAT STUDENTS

Before you arrive (or at Orientation) all new International Students will be assigned a Diplomat Student and you may receive an email from your Diplomat before you arrive in Canada. These are Canadian students from our schools who have volunteered to assist and mentor new international students. Your Diplomat will be able to answer questions for you about the school, community and life in Canada. You will meet your Diplomat in person during Orientation as they usually take new students on a personal tour of your new school.

Your Diplomat student will help you find your classes the first day. They will answer questions about school, eat lunch with you the first week if you choose to, help you find your way around, introduce you to other Canadian students and be a resource for you. Diplomat students are included in some of our group activities when there is room.

If you have questions about the program or if you have any concerns, please contact Kerry Cunningham at [kerry.cunningham@rdpsd.ab.ca](mailto:kerry.cunningham@rdpsd.ab.ca).





## HOMESTAY GUIDELINES AND RULES

### RED DEER PUBLIC SCHOOLS HOMESTAY PROGRAM

Red Deer Public Schools operates our own homestay program with our own local Coordinator to provide safe, caring, and friendly homestay accommodation for its international students. Students participating in our homestay program will be expected to be familiar with the following guidelines and rules for the Red Deer Public Schools International Student Program. Please study the rules carefully and make yourself familiar with them.

### PREPARING FOR YOUR HOMESTAY EXPERIENCE

Every host is different—just like every student.

What our hosts have in common is that they want to provide a safe, caring environment for you. We choose hosts who will provide the same comfortable, healthy and supportive home life they would ask a host family to provide for their own children.

Why do we trust our hosts? Because we've met them in person and toured their homes; we've talked with them about their experiences in the world and in Canada, and we've helped them adjust to being hosts. We have also asked students like you to evaluate them. If they fail to meet our—and your—expectations, we won't work with them again.

If you're not happy with your match, tell us. We will work with you and your host family to try to resolve any issues as we find most problems are a result of communication breakdowns. You can call or email us. You can also speak with your coordinator when she visits your school or home. We are always glad to hear from you.

### WHAT MAKES A GREAT HOMESTAY?

Your homestay experience will largely depend on your own attitude and friendliness. How can you make the most of living in Canada? Come with an open mind and be ready to embrace the ways in which Canada and the people you will meet here are different and unique. Your host family will be eager to help you adapt to their family and Canada. The more you get involved in your new life the happier you will be.



### GETTING SETTLED

The first few weeks living in a new country with a new family can be difficult. You may feel homesick and frustrated with your new environment and the language. This is natural. Give yourself time to adjust to your new surroundings. We've found that doing the following things when you first arrive will help you feel settled. And please remember: you're not alone. We're always here to help.

## A TOUR OF YOUR NEW HOME

Please ask for a tour of your house when you first arrive. Your host should show you where everything is, with special care to point out your bedroom and bathroom; the kitchen and dining area; the laundry room; the linen closet (or wherever clean linen and towels are kept); and so on. Please make sure you understand how to use:

- ◆ The bathroom, including the bath/shower, toilet and sink (it is okay to flush toilet paper);
- ◆ Appliances and entertainment items, like the TV, microwave;
- ◆ The fire extinguisher, as well as what to do in the event of a fire (for expel, suitable exits and emergency phone numbers).
- ◆ See below for a discussion of the laundry facilities, telephone and the computer/internet.

You can treat this house as your own but do respect everyone's right to privacy and quiet. Always knock and announce yourself before entering someone else's room, and be considerate when using common areas.

## A TOUR OF THE NEIGHBOURHOOD



Ask your host for a tour of your new neighbourhood, including directions to and from your school and any local attractions or meeting places.

Ask your host for help using buses—how and where to buy passes/tickets and getting to know the local routes. More information on using the buses will be provided at your orientation day.

Make sure you understand how to recognize public telephones, and ask your host to help you write a list of important contact numbers which you can keep with you at all times.

If your host cannot show you how to get to our office for your orientation day and cannot arrange for anyone else to help, please contact the homestay coordinator or the International Services office for assistance.

As a courtesy, the homestay family may drive you to an appointment but they do not typically provide daily transportation to and from school.





## LIFE INSIDE THE CANADIAN HOME

Your host family will have certain rules concerning daily life in the house. These include when to have baths and showers; where food can or cannot be eaten; how to do laundry; curfews; non-smoking policies; limits on the use of the television/stereo/computer and other family property; family schedules & bedtime hours; when it is OK to have friends over, and so on. There may be areas of the house your host will ask you not to use. Please respect their wishes. All the rules or guidelines that apply to your family members also apply to you. We ask our hosts to arrange a family meeting to go over the house rules at the beginning of your stay.

For all students in our programs, the following rules will apply regardless of age:

- ◆ No smoking or vaping (and no purchasing cigarettes, vapes or e-cigarettes)
- ◆ No drinking of alcoholic beverages
- ◆ No drug use (this includes tobacco and cannabis in all forms)

It is your responsibility to understand and observe all household rules. If you are having difficulty doing so, please contact the homestay coordinator for assistance.

## Household Chores

Your host parents will welcome you into their home as a member of the family. As part of the household, you will be expected to do some assigned chores. For example, you will be responsible to keep your room clean, and others areas of the house if you use them. You should also be prepared to help with meal preparation, cleaning of dishes, and doing your own laundry.

In many cases, you may also be an older brother or sister to your homestay family's children. We hope you set a good example for them. However, you will not be expected to babysit them.



### Laundry

Please check with your host at the beginning of your stay to work out a laundry schedule. They may ask you to do your own laundry. Please ensure that you have a full load and are not washing a few items every few days.

## Bedrooms

Your bedroom will include a window and smoke detector nearby; bed and bedding; a dresser, desk, chair and a lamp for studying; a closet; and adequate heat, light and ventilation. Please ask your host to show you how to use the bed and blankets, and where to find extra blankets if needed.

Your homestay family will discuss with you what you can put on bedroom walls and how to attach items. As a courtesy, and to conserve energy, please turn off the light before leaving your room.



## Bathrooms

Please try to leave the bathroom clean and dry after you use it. Your host will explain when to use the bathroom and for how long. Most students will share a bathroom with one or more family members or other students. If there are several members of your household, please be considerate with the use of hot water, which might run out before everyone has showered.

**VERY IMPORTANT:** Shower Curtains should be *INSIDE* the bathtub or shower stall while you have the water running to avoid flooding the floor. Canadian bathrooms do not have tile floors or drains in the floor.

## Telephone, Computers and the Internet

Please make sure you know how to contact someone in case of emergency. In Canada if you dial “911”, you will be connected with an operator who will be able to send the police, fire truck and/or ambulance. This number should be near the telephone and you should discuss other emergency numbers and what to do in the event of a fire or emergency.

Skype and other online communication methods are recommended for talking to your parents and friends back home. We discourage students from spending large amounts of time talking to friends and family in their own country as this makes it more difficult for students to adjust to life in Canada.

Please be respectful of your host family and do not make personal calls late at night or early in the morning.

Host family rules regarding internet usage should be respected. If cell phone/computer or internet usage becomes a problem, the host family may limit student’s access as per the Student Participation Agreement.

## Meals

Everybody likes different foods. Part of the fun of homestay is learning what Canadian families like to eat, and teaching your host family what you like to eat. Now is your chance to prepare a traditional meal from your home country for your host family. This will be a treat for you and them!



Your host family will always provide your meals—but this doesn't mean that your meals will be served to you. Sometimes your hosts will not be at home for every meal—and sometimes they will have different customs from you for certain meals.

Here is what you can expect in a typical Homestay regarding meals:

**Breakfast.** Each host family has its own unique morning schedule, so it is important to decide on a routine that will work best for everyone. Weekdays, breakfast is a quick, light meal. On weekends, families may prepare breakfast together. Some families eat a hot breakfast; others prefer to have something cold, such as cereal or toast, and juice.

Your family might leave it up to you to decide what to eat in the morning—please ask them to show you where the food is kept and how to prepare your own breakfast if this is the case.

**Lunch** is eaten midday and usually consists of a light main course (soup, a salad, or a sandwich), a drink (water, milk, or juice), and a dessert of fruit or cookies. You will be able to bring a bagged lunch to school from your home. In many host families students will be responsible for packing their own lunches. Ask your host family to show you where the lunch foods are kept and to show you how to prepare it. Some families prefer to prepare school lunches the night before so as not to be rushed in the morning. Talk to your host family about their routines.

**Dinner.** Your host family will try to have a sit-down dinner—which is usually the largest meal of the day and may consist of a main course, with or without a salad—as often as their weekly schedule allows. It is the most important meal of the day to many families. It is very important that you communicate with your family when you will not be home for dinner (dinners are usually eaten between 5:00 and 6:30 pm). To be considerate, if you will not be home for dinner, you **MUST** phone your family and tell them before dinnertime. This way, they will not expect you, they will not worry, and they will leave some supper for you in the fridge.

We expect students to be home for family dinner hour as often as possible as this is the best time for families to talk about their day and for you to bond with your host parents and host brothers and sisters.



It is important that you are happy with the food prepared for you—you can speak to the host or the homestay coordinator can. Let us know if you have concerns about the food available. If you have special dietary needs—if you have extreme likes or dislikes, or any allergies—please discuss them with your host as soon as you arrive.

If your host family are going out for dinner as a family, then we would expect that the host family will pay for your meal. If you choose to go to the mall and eat while you are out or if you make plans to go for dinner with your friends, then you would pay for your own meal.

## Student Expenses

Often, students and hosts are not sure who is responsible for specific items/expenses while a student is staying with a host family. Every family is a little bit different but is a list of expenses that are typically the responsibility of the student.

### Student Expense Responsibilities:

- Clothing
- School Supplies
- Personal toiletries (including preferred shampoo, make-up, cleansers, feminine hygiene items, acne creams, etc.)
- Personal computer, laptop, tablet or cell phone based on their own needs
- Long distance phone calls if using home phone
- Medicines of all kinds (student medical insurance covers most prescriptions)
- Dental work (student medical insurance covers some emergency dental)
- Haircuts and other personal services
- Personal entertainment and expenses (movie tickets, entrance fees to attractions, etc.)
- Costs associated with participation in school activities (graduation, extra curricular sports, school trips, etc.)
- Postage, stationary, books, magazines, etc.

Host families are responsible for providing 3 meals each day in the home as well as snacks. It is also expected that host families will provide basic items such as toilet paper, basic hand soap, basic shampoo, toothpaste, laundry supplies, etc. If you want a specific type of shampoo, or other specialty products other than the basics that the host family provide, then it is expected that you will be responsible for purchasing those items.

### LIFE OUTSIDE THE CANADIAN HOME

Canadian families spend a few evenings each week engaged in leisure activities and relaxation. We encourage you to spend some time with them. However, it is perfectly alright to spend a few evening out with your own friends from school.

#### Night Life

When you do go out, please ask permission and tell your host family where you will be going, and how you can be reached (include all relevant phone numbers); when you will be home (remember your curfew!) and who you will be with. This information is important for your safety and your host's peace of mind.

Please do not assume your homestay family knows where you are, or remembers plans you have discussed in advance. Always review your plans with your homestay family on the evening you're going out. Always let your host know when you will be coming home—and always call if you're going to be late. If you are texting your family to tell them you will be late, do not assume they received the text unless they reply to your text confirming that they received it. They will worry if you're not home on time. When you do get home, please enter the home quietly!



## Curfews

Host families and international students need to discuss curfews. Host families are responsible to set curfews and students are expected to respect the routines and rules of the household.

You must phone your host if you are delayed past your curfew, or require help at any time. Remember, if you are texting instead of phoning, be sure that you receive a reply confirming that they received your message.

## Sleepovers

We do not promote sleepovers however ultimately, this is a decision to be made by your host family. If you wish to have a guest in your home overnight, you must ask permission from your host. If you want to sleepover at a friend's home, this may be allowed. Please contact the homestay coordinator for further information.



In cases when your homestay host is away and needs to make alternate sleeping arrangements for you, the host must inform the Homestay Coordinator who will assist them in making respite care arrangements.

You are not permitted to bring guests into the homestay if the homestay family is not at home. Opposite gender sleepovers are not permitted. Opposite gender shall not visit private areas of the home (eg. Bedrooms).

## Driver's License

International students in Red Deer Public Schools are not permitted to obtain a driver's license while they are in our program.

## Smoking or Vaping

Canadians observe strict rules about smoking and vaping. It is illegal to buy cigarettes, tobacco or cannabis in Canada if you are under the age of 18. Students in the Red Deer Public Schools International Student Program are not allowed, under any circumstance, to smoke/vape or use e-cigs in Canada—at their host home, at school or elsewhere while they are in the program.

If you break this rule, you may be asked to leave the program.

## Alcohol and Drugs

Although the legal age for drinking alcohol in Alberta is 18 years of age, students in the Red Deer Public Schools International Student Program are not permitted to drink alcohol or use cannabis products at any time during their stay. You could be expelled from the program if you drink alcohol; use or distribute drugs including cannabis; use false identification or break any laws. No refunds will be given.



## TRAVEL



### Travel With a School Group

Travel with a school group for an official school activity (eg. Physical Education class fieldtrip, school organized ski trip) is allowed. Your host parents can sign the permission form for you.

### Red Deer Public Schools Homestay Program Travel Policy

FOLLOWING IS THE TRAVEL POLICY FOR RED DEER PUBLIC INTERNATIONAL STUDENTS:

1. Students may travel out of town *with their own* host family.
2. Students may travel out of town *with another* host family from the same homestay program.

Under *any other* circumstances, ALL of the following conditions must be met:

1. Student must be under the direct supervision of an adult 25 years or older.
2. Student's natural parents must provide written consent via Travel Request Form.
3. Student must provide details of proposed trip with contact info of supervising adult, etc.
4. Student must receive consent from Mr. Brian Plastow before incurring any costs associated with the proposed trip.
5. All conditions must be met and student must receive written consent from one of our program staff prior to departing on any trip.

This policy applies to all students studying in High School or Middle School, even those over the age of 18.

- Our travel policy is a School Board policy.
- Students risk being removed from the program should they not follow the guidelines.
- Students must complete a travel request form and wait for approval before booking any travel.

### Travel Outside Canada

The homestay coordinator and the International Services office must be notified of all travel arrangements outside of Canada well in advance. The International Services office can provide the student with a letter or registration that will aid their re-entry into Canada.

Your biological family must arrange travels outside of Canada. It is the responsibility of the student and biological family to research and obtain the necessary visa/documents from the embassy or consulate of the country to be visited.





## MONEY AND VALUABLES

### Pocket Money

Please bring an adequate amount of money for extra expenses such as meals out of the home, movies, extra curricular school activities, and so on. Homestay fees do not cover these costs. Also, your Homestay fees do not include costs of major family outings. If you choose to participate in family holidays and/or travel where there are extra costs, you should expect to pay.



While theft is not common in Canada, it can and does happen. You should be careful to lock up wallets and cell phones when using public sports facilities or during Physical Education classes at school. To keep yourself and your valuables safe, please do not carry or display large amounts of cash at any time. Displaying wealth can also lead to uncomfortable situations among your peers: money attracts attention, and if other students think you have a lot of it to spend, they may start expecting you to pay for their meals or activities. You should not be expected to lend money to, or borrow money from, other students or members of your host family household.

When you arrive in Canada, it's a good idea to open a bank account. This is common practice in Canada and is the most reliable and safe way to handle money. Bank accounts are insured by the Bank of Canada; you are not risking anything by depositing your savings with a bank. It's also convenient: you can access your funds at ATMs (Automated Debit Machines) and even pay for meals, retail purchases and tourist attractions with your bank card.

### Important Documents

It's a good idea to make two copies of important documents (such as airline tickets, health insurance forms, and your passport): one for you to keep with you, and another for your hosts. Keep the originals in a safe place—they should not stay in your school bag or suitcase.



## ENGLISH LANGUAGE LEARNERS

An important goal of international students is to improve their English while attending school in Canada. Most of our schools offer special English language support classes for all levels of learners. These courses help students become more proficient in English.

When students arrive at their Orientation Day, they are assessed for their language abilities. This information is used by the school guidance counselor to place them in courses at the appropriate level.

Students with a strong foundation in English are placed in regular English classes.

Students who need to develop one or more of the skills of reading, writing, speaking or listening are placed in the most suitable English as a Second Language (ESL) class, in addition to regular classes with Canadian students.

International students have found these useful ways to meet English-speaking people and practice English:

- ◆ Practice English as part of the normal household routine
  - talk with your homestay family during dinner and relaxation time
  - join family events and outings
  - play with children
- ◆ Join school clubs (eg. International Students Association, choir, drama) and/or sports teams
- ◆ Go on school trips
- ◆ Get involved in community activities outside of school at:
  - local community centers
  - churches
- ◆ Consider getting involved in activities in a variety of ways:
  - act as a volunteer (your school has information on opportunities)
  - take part in sports (community teams as well as school teams)
  - take community courses in art, crafts, music, dance, etc.

You have come to Canada to become more confident and assertive in English, so be brave. You might make mistakes at first, but your host family will help you. The best way to improve your English is to practice.



## TECHNIQUES FOR MUTUAL UNDERSTANDING

Accept invitations to talk about yourself—don't be shy! Try to give full answers to questions—explain how you feel and why, rather than simply saying “yes” or “no.” Offer lists of things you like and don't like.

Ask your hosts to explain idiomatic expressions and slang. These can be hard to understand at first—and lots of fun to use. For example, “hang on” is equivalent to “one moment, please” or “please wait.”

If someone asks, “Do you understand?” be honest! Don't just say “Yes” for the sake of harmony! Instead, ask for help. Ask if your host understands you. Try to rephrase what you've said, or what you've heard. It can take effort—but it will always be worth it.

Smile and laugh a lot.



### Tips to Encourage Communication

Conversation may be very difficult at first—but you must keep trying! As you go along, keep in mind that it helps to:

Speak English at all times.

Speak slower, not faster, if you're having trouble making yourself understood. Try rephrasing the same ideas using different words.

Listen to the expressions your hosts use in English, make sure you understand them, and try to use them, too.

Use charades, pointing, and body language!

Try writing items down—sometimes your reading and writing skills will be ahead of your verbal skills. Make the most of them!

Purchase a Foreign Language—English dictionary.

If all else fails, call the homestay coordinator for assistance!

### COMMON CHALLENGES

#### A Word About Communication And Compromise

We hope that you enjoy your time with your host family.

If you experience any problems the following process helpful; please try it:

1. Speak with your host family immediately if you are upset by something. Most families will be happy to talk to you and to find out what can be done to resolve the problem.
2. If the problem cannot be resolved by speaking with your family, please call the homestay coordinator for help. Do not call your parents or Agent before you speak to us. We can help you better and more quickly if we hear about the problem from you directly. You can always call them later if you are not happy with our solutions.

## Persistent Problems

If a problem comes up again between you and your host, the first thing we ask you to do is to contact us for assistance. Our goal is your safety, your host's safety, happiness, and health; we've found that most problems can be resolved when we listen to one another's feelings and thoughts. In some cases we may have to find you a new host family.

## Why Would You Be Moved?

A student may be relocated (and may even be sent back to his or her home country) if he or she is disrespectful toward his or her host family or refuses to follow the family's rules. We are also very strict about how our host families should treat you. We will relocate you immediately if any member of your homestay household:

- ◆ Regularly fails to provide adequate and/or healthy food
- ◆ Neglects you, by failing to include you in suitable family activities, or by failing to pursue constructive communication and conversation with you.
- ◆ Willfully disrespects you, either through lack of consideration or insensitivity toward your feelings and/or culture.
- ◆ Fails to provide a clean and adequately maintained physical environment; or
- ◆ Continues in unresolved personality conflicts with you, individually or in the family;
- ◆ Steals your property
- ◆ Harasses you in any way—verbally, emotionally, physically, or sexually.

## Final Thoughts

Almost every difficulty our students face in homestay is connected with poor communication. It's not surprising—in your first weeks in Canada, you may have a hard time making your hosts understand what you need and how you feel—and your hosts may have a hard time making you understand them. This is totally natural and to be expected.

Sometimes the difficulty communicating can result in either the student or the host seeming rude or insensitive—or both. Sometimes we can all just become frustrated and unhappy. But we're here to help. We know it can be hard at the beginning, but **YOU ARE NOT ALONE!** We've helped lots of people like you get through the first, hard days and weeks.

Here are a few things to keep in mind while you adjust:

- ◆ We know that the hardest thing for you to do is complain. We know that lots of ordinary things about your homestay may feel strange at first, and we know that you won't want to seem ungrateful or unhappy. But it's okay to ask for help. Please don't say things are "fine" if they aren't. (But don't make insults, either!) Please ask specific questions, whether you're concerned about laundry or dinner.
- ◆ It's okay to need some quiet time to yourself—but sometimes the best way to grow more comfortable at home is to keep busy and involved, to meet people, and most of all to talk—your hosts have welcomed you into their home because they want to know about you. If you're feeling overwhelmed (or even a little homesick), then why not practice your English by telling your host family all about life at your home!



In the meantime, please stay in touch! And remember: Have fun!

## MEDICAL EMERGENCIES

In the event of a medical emergency, please call 911 from the nearest phone. This is a toll-free call that will send medical, police or fire services to you immediately. Then call the Emergency Telephone number for your Homestay Coordinator located in the front of this guide. The homestay coordinator will assist you to contact your host family as well as notify your own family if/when necessary. If you are admitted to a hospital, you must call your insurance company within 24 hours.



## DOCTOR'S VISITS AND INSURANCE CLAIMS

Our insurance company is "Study Insured".

Please, always carry your studyinsured Card with you. For more information on our insurance policy, please visit the website: [www.inglestudents.com/rdpsd](http://www.inglestudents.com/rdpsd)

### Where to go if you are sick or injured

Is your condition serious or life-threatening? Or is it a minor or moderate health issue?

In most cases, a visit to a walk-in clinic is most appropriate and the fastest way to see a Dr. Please go to the Emergency Department at the hospital only for services such as large cuts requiring stitches, broken bones, etc.

We have designated hospitals, clinics and pharmacies that will allow direct billing. Students will be advised during Orientation which clinics offer direct billing or they can contact the program staff at any time to ask which local clinics accept their insurance.

### What to bring with you to the Doctor's office or hospital

It is important that you bring the right documents for visits to any type of medical facility. Your checklist must include:

- ◆ Your photo ID
- ◆ Medical Insurance wallet card
- ◆ A list of medications you are taking (if applicable)
- ◆ A list of any allergies you may have (if applicable)

### What to do if you have to make a claim

If you have gone to a facility outside of the Direct-Pay Network, you will have to submit a claim for reimbursement. You have the option of submitting it online or mailing in your claim form and receipts. If you choose the online option, you will still need to print out the claim form, sign it, and scan it and the receipts, before submitting your claim electronically. Make sure to keep all original documents and receipts in case you are asked to provide them at a later date!

At Direct-Pay facilities, you will still be asked to sign a claim form. Always keep receipts or any other documents you receive from staff, doctors, or administration. These documents may be needed later on. **Never leave the hospital emergency department without a copy of your medical report from the emergency room doctor if they are not planning to direct bill.**

Please visit <https://www.studyinsured.com//rdpsd> for detailed instructions on submitting a claim.

If you have any questions or problems with completing your claim, you can contact Lisa in the International Education office for assistance.

<p><b>IN CASE OF AN EMERGENCY YOU MUST CONTACT:</b></p> <p>From Canada &amp; USA: <b>1.866.883.9787</b>          From anywhere else: <b>1.416.640.7865</b></p> <p>Emergency Assistance is provided 24 hours a day, 7 days a week.</p> <hr/> <p>For general inquiries, please contact          1.888.386.8888 or 416.644.4870  <a href="mailto:helpline@studyinsured.com">helpline@studyinsured.com</a>  <a href="http://www.studyinsured.com/rdpsd">www.studyinsured.com/rdpsd</a></p> <p>Emergency Assistance is provided by Intrepid 24/7  <a href="http://www.intrepid247.com">www.intrepid247.com</a></p> <p> </p>	<p>INTERNATIONAL STUDENT HEALTH INSURANCE </p> <p>Student Name</p> <p><b>MCP</b> <b>074</b>  <small>Policy Number Group ID</small></p> <p><b>EFFECTIVE DATE:</b> <b>EXPIRY DATE</b>  <b>2021-01-18</b> <b>2021-08-14</b></p> <p><small>*Valid photo ID must be presented at all times with this card          Policy is for eligible benefits not covered by provincial health insurance.          Refer to your policy wording for details on the coverage Effective Date and Expiry Date.</small></p>
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## KNOW WHO TO CALL

### Emergency Assistance

Toll-Free: 1.800.295.5205

Call Collect: 1.416.640.4416

Emergency Assistance, Intrepid 24/7, must be notified within 48 hours if a student:

- ◆ is being hospitalized for any reason
- ◆ requires surgery of any kind (including dental)
- ◆ needs an MRI or CT scan
- ◆ needs air transportation
- ◆ is seeking medical attention of any kind outside of Canada See policy wording for more information.

Intrepid 24/7 also assists students with services including:

- ◆ Locating the nearest medical facility
- ◆ Coordinating billing
- ◆ Questions about coverage
- ◆ Submitting a claim
- ◆ Arranging emergency transportation



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Red Deer, Alberta  
Canada T4N 2E6

Phone: 403-343-1405  
Email: [internationalservices@rdpsd.ab.ca](mailto:internationalservices@rdpsd.ab.ca)  
Web: [www.rdpsd.ab.ca/internationalservices](http://www.rdpsd.ab.ca/internationalservices)

## International Student Participation Agreement

*Below are the regulations for all students in the program including those 18 years and older. Please read carefully and sign your name after you fully understand and agree to comply with these regulations.*

1. **Canadian Laws**
  - a. Students must abide by the laws of Canada.
  - b. Students are not permitted to possess, purchase or drink alcoholic beverages.
  - c. Students are not permitted to be in possession of false identification papers or cards.
  - d. Students are not permitted to possess, purchase or use tobacco, e-cigarettes, vape or cannabis at any time while in the program. This includes vape/e-juice that does not contain tobacco.
2. **Dangerous Activities**
  - a. Students are not permitted to drive any motor vehicle while participating in the program.
  - b. Students are not permitted to participate in skydiving, hang-gliding, bungee jumping, parachute jumping, use firearms or any other dangerous activities.
  - c. Students are not permitted to visit such places as pornographic shops, cannabis shops or drinking establishments including pubs, lounges and nightclubs where minors are not permitted.
3. **Host Family responsibilities**
  - a. Students must show respect for their host family and act as a member of the family by following family rules and voluntarily helping with family chores.
  - b. Students should not discuss their host family's private affairs with others (this includes posts on social media).
  - c. Students cannot change host families and school at will.
  - d. Students are required to disclose to the Homestay Coordinator any and all medications they are using or bringing to Canada within one week of arrival.
  - e. Students must not bring improper, objectionable, unsuitable, inappropriate or illegal substances or materials into their host family's home and or to school.
4. **Student responsibilities**
  - a. Students must follow school rules, attend school daily, complete all school assignments, must pass all classes, and maintain a passing grade.
  - b. Students are not to engage in inappropriate sexual contact or sexual activity, including sexual contact or sexual activity with any member of their host family or any vulnerable person.
  - c. Students must show respect for all adult RDPSD representatives and follow their instructions.
  - d. Students must always be aware of their responsibility as international students and make a determined effort to represent their country in a positive manner.
5. **Travel**
  - a. Students are not permitted to go on trips by themselves. A trip with the host family, a school group, or any other adult person may be allowed if proper approval from the Custodian and Program has been granted.

*I understand all the rules above. Failure to abide by these rules may lead to my removal from the program without refund.*

Signature of Student: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of both Parent(s)/Guardian: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_ Date: \_\_\_\_\_



## WE ARE HERE TO HELP YOU WITH ANY PROBLEMS OR CONCERNS

We hope that you will find the information in this book helpful. If you have any further questions or concerns please don't hesitate to contact a member of the International Services staff, your Homestay Coordinator, or your school counselor. We are here to help you have a safe and enjoyable experience.



### LIKE OUR FACEBOOK PAGE

Red Deer Public Schools - International Student Program