

Welcome to Vancouver



CORNERSTONE
INTERNATIONAL COMMUNITY COLLEGE OF CANADA



Coal Harbour, Vancouver



WELCOME TO VANCOUVER, CANADA!

You have chosen a great location in Canada for your study experience.

First, Vancouver is a diverse city. You will see faces and hear languages from all around the world. You can enjoy cosmopolitan urban life and unspoiled nature – in the same day. Culture, entertainment, and recreation in so many forms are here to enrich your Vancouver life and create memories that will last a lifetime.

Like travelers anywhere, you will need to use some common sense, but Vancouver – and the rest of Canada – is a safe, inviting place. Any service you need is here: banking, travel, health, counseling, and, of course, a wide range of choices for shopping. If you are not sure where to find what you need, the Cornerstone family is here to help.

Canada is a great place to learn, to live, and to grow in your personal experience.

ENJOY YOUR TIME WITH US.



Vancouver, BC



Things to do once you arrive in Vancouver



Do you know the most important things you should do once you arrive in Canada? When you arrive as a newcomer to Vancouver there are several actions you will need to perform. We've prepared this guide so you can have the best experience possible.

Studying in Vancouver

We hope you will enjoy the city and the study experience. However, we understand that facing a new life here may be a little surprising.

To assist you, we have prepared this short instruction to provide you with a number of tips and recommendations.



BCID Identification Card



WHAT IS BCID?

It is a piece of photo ID issued in British Columbia. To receive it, you must be 12 years of age or older and require to be accompanied by a parent or legal guardian if under 19.

WHERE TO GET IT?

The BCID and drivers license are issued by the Insurance Corporation of British Columbia (ICBC).

To get your Driver's License check what your country's agreement is with BC. After the test you will do, you will know whether you need to renew your license or not. For those who do not have an agreement in your first three months in Vancouver, you can use your driver's license, after three months the law requires you to issue a local driver's license.

WHAT DO I NEED?

- » Your Passport
- » Study / Work Permit



Sample ID Card

SIN Number Social Insurance Number



WHAT IS SIN NUMBER?

A **social insurance number (SIN)** is a nine-digit number issued by Service Canada, a department of the Canadian government; a SIN is required to work in Canada, and it also allows access to government programs and benefits.

WHERE TO GET IT?

You can apply for your SIN card by mail or in person at a **Service Canada Centre**. The centre is open from 8 am - 5 pm Monday to Friday. The closest office to the college is located inside the **Sinclair Centre - Office 125, 757 Hastings Street West**.

WHAT DO I NEED?

- » Work/study permit (*original documents, no copies*)
- » BCID and/or Passport

BANK ACCOUNT

TAX, TIP & TAP



HOW TO OPEN A BANK ACCOUNT?

If you wish to open a bank account there are several options that can help you save money. To open a bank account, you will need to book an appointment with a bank. There are five major banks in Canada. Visit them and ask about accounts and services that have lower fees and offer rewards such as student accounts.

If you do not have a bank account yet and need to withdraw cash from your home country's bank, you can do so at any ATM. In addition to currency exchange and transfer rates, ATMs may charge a service fee.

WHAT DO I NEED?

- » 2 pieces of ID (*photo*)
- » Proof of address (*you can always ask your school or hotel/hostel for a letter as a proof of address*).

MARJOR BANKS IN CANADA

- » **TD** Canada Trust
- » **CIBC** Canadian Imperial Bank of Commerce
- » **BMO** Bank of Montreal
- » **Scotiabank** Bank of Nova Scotia
- » **RBC** Royal Bank

TAXES - GST 5%, PST 7%

In British Columbia, there are two types of taxes applied to purchases: **General Sales Tax (5%)** and **Provincial Sales Tax (7%)**. When you go to your local coffee shop, you might find it interesting that the price on the menu is different from the price you pay. This is because the menu prices often do not include the sales taxes.

TIPS

In North America, it is customary to provide additional money to workers providing customer service. This is referred to as a "Tip" and is most commonly found in the food and beverage industry. This is because workers in hospitality service generally receive a lower wage and supplement their income with the tips left by customers. Canadians, on average, tip between 10-20% on the total bill before tax. The amount is determined by the quality of service received. Some people will tip more than the average for exceptional service. It's important to note that tips are shared between servers and kitchen staff.

TAP

Most businesses in Canada will accept interact Direct Payment; payments provided by debit or credit card. These cards also come with a feature known as tap which allows you to bypass entering your pin to confirm your purchase. Simply tap the card to the interac machine to pay.



MSP

BC Medical Services Plan



WHAT IS MSP?

Canada is well known for its health care which is available for all eligible residents. In British Columbia, residents are required to enroll in the **Medical Services Plan (MSP)** and hold a Personal Health Number (PHN); residents pay a monthly rate for MSP and gain access to necessary medical services and benefits. Other individuals who hold study and/or work permits are eligible for MSP, however tourists and visitors do not qualify.

WHERE TO APPLY?

In order to receive health insurance with the province you must complete and submit the MSP application form. There are two methods you can use to complete the form; you can fill out a physical copy of the application and mail it in, or, complete the application online and submit electronically.

Eligibility begins 3 months after you arrive in Canada, so it is recommended that you apply for private health insurance while you wait. Cornerstone can help you with this process, be sure to speak with your Student Advisor for more information.

HOW MUCH IS IT?

Monthly rates (premiums) are determined by the applicant's net income. Individuals with lower income are eligible for assistance programs and pay less than those with higher income.

SIM CARD

Cell Phone Plans



FINDING A PHONE PLAN

In Canada, there are many different service providers to choose from and you can customize your cell phone plan to fit your needs. Three things you must consider before choosing your cell phone provider and plan are, minutes, text messaging, and data. Ensure you compare offers from different companies to find a price that's right for you.

WHERE TO GET A SIM CARD?

Depending on the company, there are stores all over Vancouver. You can also find kiosks that sell most of the SIM cards at London Drugs or at Pacific Centre, both very close to our location.

PREPAID PLAN AND CONTRACT

If you have an 'unlocked' phone you can purchase prepaid minutes from various providers and load them to your SIM card. Signing up for a contract will reduce the initial cost of a new cell phone but will require you to make monthly payments for several years. Additionally, phone providers often charge a cancellation fee to terminate the contract.

CELL PHONE PROVIDER

- | | | | |
|---------|------------------|---------|---------------|
| » Telus | » Freedom Mobile | » Koodo | » Shaw Mobile |
| » Fido | » Rogers | » Bell | |



TRANSPORTATION

Public Transit



PUBLIC TRANSIT

The City of Vancouver works with **TransLink**, which plans and manages public transit services for the Metro Vancouver area including public buses, trains, and boats. It is important to note that the greater Vancouver area consists of 3 fare zones and the price of transit increases with each added zone.

COMPASSCARD

TransLink offers a reloadable card, a convenient alternative to pay transit fare. Simply load money onto the card or purchase a monthly pass, then tap to pay when boarding a **bus**, **skytrain**, or **seabus**. Register your card online at compasscard.ca to manage or reload your card and even to recover your stored account balance or pass product if your card were to be lost or stolen.

ALTERNATIVE TRAVEL

» BIKE SHARE

mobibikes.ca

» CAR SHARE

[Evo Car Share](https://evocarshare.com)

[Modo](https://modo.com)

» TAXI

[Yellowcab](https://yellowcab.com)

[Vancouver Taxi](https://vancouver-taxi.com)

[Black Top & Checker Cabs](https://blacktopandchecker.com)

[Uber](https://uber.com) [Lyft](https://lyft.com)



SEABUS

The Seabus crosses the Burrard Inlet and connects the Waterfront Station in Downtown Vancouver to Lonsdale Quay in North Vancouver.

The Seabus departs approximately every 15 minutes, but be sure to plan your trips as this service ends around 9:00 PM and resumes at 6:00 AM on weekdays, 7:00 AM on Saturdays, and 8:00 AM on Sundays and most holidays.

SKYTRAIN

Skytrain runs both above-ground and underground consisting of the **Expo Line**, **Millennium Line**, and **Canada Line**. The ticket price varies depending on the specific zone you are traveling to and from.

BUS

TransLink provides continuous bus service throughout the day. In addition to regular buses, there are express lines that make fewer stops. The price for buses is the same throughout each zone.



ACCOMMODATION

Home-stay and Housing



HOME-STAY AND HOUSING

Looking for an apartment in Vancouver as an international student can be challenging, but there are some things you can do to make the process easier:

- » Determine your budget before you start looking.
- » Research the different neighbourhoods in Vancouver, such as downtown, Kitsilano, East Vancouver, and Burnaby.
- » Start your search early, ideally two to three months before you plan to move in.
- » Use online resources such as Craigslist, Facebook groups, and Facebook marketplace to find apartments that fit your budget and preferences.
- » Consider sharing an apartment with a roommate to save money.

WHERE TO LOOK FOR A ROOM?

While housing in Vancouver is competitive, there are a variety of shared and short-term accommodation options where you can settle temporarily while you look for a long-term place to live that best fits your needs.

- » [Global Education City \(GEC\)](#)
- » [VanMates](#)
- » [4-Stay](#)
- » [Canada homestay](#)
- » [Homestay](#)
- » [Apt Living](#)

WEBSITES WITH RENTAL LISTINGS:

- » [Craigslist](#)
- » [Apartment Love](#)
- » [Kijiji](#)
- » [PadMapper](#)

SUPERMARKETS

Grocery Stores



SUPERMARKETS IN VANCOUVER

Vancouver offers a diverse range of supermarkets. Major supermarket chains like Safeway, Save-On-Foods, and Real Canadian Superstore are readily available, offering a wide variety of groceries, fresh produce, and household items.

SAFEWAY

REAL CANADIAN
SUPERSTORE

Walmart

WHOLE
FOODS
MARKET

save on foods

大統華 T&T

COSTCO
WHOLESALE

EMERGENCY NUMBERS



WHAT ARE THE EMERGENCY AND ESSENTIAL PHONE NUMBERS?

An emergency, disaster, accident or injury can occur at any time and without warning. Listed below are all the emergency as well as non-emergency numbers to assist you with getting to help as quickly as possible.

EMERGENCY 911

- » **Fire, Police and Ambulance** ----- **911**
- » **Hazardous Material Response** ----- **911**
(Vancouver Fire & Rescue Services)
- » **Poison Control Centre** ----- **604-682-5050**

WHAT INFORMATION IS REQUIRED WHEN I DIAL 911?

- » Describe the Emergency
- » Location
- » Building Name
- » Building Address & Room #
- » Phone Number
- » Do NOT hang up as additional information may be needed

WHEN SHOULD I CALL 911?

- » An event that involves an immediate threat to a person or property (e.g. *bomb threat, attack, gunshot, fire, car accident*)
- » Medical emergency (e.g. *fall, head trauma, severe burn, uncontrollable bleeding, persistent or sudden chest pain, breathing emergency, severely altered level of consciousness*)
- » A serious crime that is in progress or that has just occurred (e.g. *sexual assault, robbery, fight, break and enter [if there is a suspect on scene] or a report of an impaired driver*)

HOW DO I KNOW IF IT IS AN EMERGENCY?

- » Be on the side of caution.
Tell someone: a co-worker, a supervisor or call 911



NON-EMERGENCY NUMBERS



WHAT OTHER RESOURCES ARE AVAILABLE?

- » **Access & Diversity** ----- **604-822-5844**
- » **Ambulance** (E-Comm) ----- **604-872-5151**
- » **AMS Safewalk** ----- **604-822-5355**
- » **AMS Sexual Assault Support Centre** (SASC) ----- **604-827-5180**
- » **Fire Department** ----- **311**
(Fire Prevention)
- » **Safety & Risk Services** ----- **604-822-2029**
- » **Sexual Violence Prevention & Response** (SVPRO) ----- **604-822-1588**

STUDENT, STAFF AND FACULTY IN CRISIS

What should you do if a student, faculty or staff are in crisis?

- » **Medical Emergency** ----- **911**
(e.g. heart attack, severe bleeding, life threatening injury)
- » **Death** ----- **Police: 911**
- » **Missing Person** ----- **Police: 911**

Crisis Counselling and Suicide Prevention

Greater Vancouver: 604-872-3311 / BC Wide: 1-800 - **SUICIDE** (1-800-784-2433)
Vancouver General Hospital - Emergency Dept. 604-875-4995

- » **Emotional Distress - Non Crisis** ----- **604-822-7011**
- » **Emotional Distress - Crisis**
Greater Vancouver: 604-872-3311 / BC Wide: 1-800 - **SUICIDE** (1-800-784-2433)
Vancouver General Hospital - Emergency Dept. 604-875-4995

Sexual Assault ----- **911**
(All sexual assaults should be reported to the police as soon as possible)

Sexual Assault (Other services available to victims of sexual assault)

- » **AMS Sexual Assault Centre:** 604-827-5180
- » **Sexual Violence Prevention & Response:** 604-822-1588
- » **Sexual Assault Service at VGH**
If sexual assault has occurred within the past 7 days, sexual assault services can be requested at Vancouver General Hospital Emergency Department: 604-875-2881
- » **Women Against Violence Against Women (WAVAW)**
Female patients can arrange for a rape crisis counsellor to meet them at the hospital: 604-255-6228 / 604-255-6344 (24-hour Crisis Line)
- » **BC Society For Male Survivors Of Sexual Abuse**
Support for male patients: 604-682-6482

MENTAL HEALTH SERVICES

MENTAL HEALTH EMERGENCIES

Crises Centre BC : Programmes 24/7 for all ages with concerns such as mental health, suicide, self-harm, violence, abuse. Calls are anonymous and confidential. Also offers community education and professional development courses.

- » **Vancouver:** 604-872-3311
- » **Howe Sound and Sunshine Coast:** 1- 866-661-3311 (toll-free)
- » **TTY/TDD:** 1 - 866-872-0113
- » **BC - wide:** 1 800 SUICIDE (784-2433)

Youth in BC: Online anonymous and confidential youth service

WAVAW: Women Against Violence Against Women

Kids Help Phone: Support by telephone, online or email, for problems, questions, or concerns about health, sexuality, bullying, suicide, and problems with parents, school, emotions. From age five to teenagers.

Vancouver Coastal Health: Provides intervention to people with mental health emergencies. Answers calls from police, health care professionals, clients, family members and the general public. Services include mobile outreach assessments, accompaniment to local emergency departments and referrals to mental health teams, health care professionals or other agencies. Also offers evening and weekend intervention and support to mental health team clients. No fees, and no referrals needed to use the service.

Fraser Health - Emergency Mental Health Services: 24-hour emotional support for people suffering a mental health crisis, and referrals to community resources. Staffed by registered nurses, psychiatric nurses, social workers and counsellors.

- » **Tel:** 1 877 384 8062 (toll-free)

Canadian Mental Health Association (CMHA): Prevention, education, and information services, rehabilitation and community support to those recovering from mental illness. Recreation and employment programmes, peer support, and programmes for youth.

- » **At:** 175 West Broadway Vancouver, BC
- » **Tel:** 604 872 4902

Mood Disorders Association of British Columbia: Education, resources and support group for those with mood disorders and their friends and family.

- » **At:** 200 - 460 Nanaimo Street, Vancouver, BC, V5L 4W3
- » **Tel:** 604-873-0103

Vancouver Rape Relief and Women's Shelter

The services are available to all women who have experienced male violence including wife battering, incest, rape, sexual assault, sexual harassment and prostitution.



PLACES TO VISIT

In Vancouver

1 CANADA PLACE

A prominent waterfront landmark, Canada Place is home to the Vancouver Convention Centre and offers stunning views of the city skyline. It features unique architecture, an iconic white sails roof, and hosts events, exhibits, and cruise ship terminals.

2 STANLEY PARK

Located near downtown Vancouver, Stanley Park is a sprawling urban park that offers a mix of natural beauty and recreational activities. It encompasses lush forests, scenic seawalls, sandy beaches, hiking trails, gardens, and attractions like the Vancouver Aquarium and the famous Totem Poles.

3 GRANVILLE ISLAND

A vibrant cultural hub nestled in the heart of Vancouver, Granville Island is renowned for its public market, art galleries, theaters, and specialty shops. Visitors can enjoy fresh products, local crafts, street performers, live music, and sample a variety of delicious food from the diverse eateries.

4 CAPILANO SUSPENSION BRIDGE

A thrilling attraction for nature enthusiasts, the Capilano Suspension Bridge offers a unique experience with its 137-meter-long bridge suspended high above the Capilano River. Surrounded by a temperate rainforest, the bridge provides breathtaking views and access to treetop walkways and cliffside pathways.

5 GASTOWN

Known for its historic charm, Gastown is Vancouver's oldest neighborhood and a popular tourist destination. It features cobblestone streets, Victorian architecture, trendy boutiques, art galleries, and numerous restaurants and bars. The iconic steam clock is a must-see attraction.



6 BEACHES

Vancouver boasts several beautiful beaches along its coastline, including Kitsilano Beach, English Bay Beach, and Spanish Banks. These sandy shores offer opportunities for sunbathing, picnicking, beach volleyball, water sports, and stunning views of the mountains and city skyline.

7 VANCOUVER AQUARIUM

Situated within Stanley Park, the Vancouver Aquarium is a world-class marine science center and a fascinating place to explore aquatic life. It houses a diverse range of marine species, features interactive exhibits, educational programs, and offers exciting opportunities to learn about conservation and ocean ecosystems.

8 GROUSE MOUNTAIN

A popular year-round destination, Grouse Mountain is a scenic getaway offering outdoor activities and breathtaking views of Vancouver. Visitors can enjoy skiing and snowboarding in winter, hiking and wildlife encounters in summer, ziplining, a scenic Skyride, and a wide range of dining options.

9 CAMPING AND HIKING

Vancouver and its surrounding areas provide numerous camping and hiking opportunities. From exploring the rugged trails of Lynn Canyon Park to camping in the serene wilderness of Pacific Rim National Park Reserve, outdoor enthusiasts can immerse themselves in nature's beauty and enjoy adventure-packed experiences.

10 WHALE WATCHING

Vancouver is a fantastic location for whale watching tours. From April to October, visitors can embark on boat excursions to catch glimpses of majestic whales, such as orcas (killer whales), humpbacks, and gray whales. These tours offer an unforgettable experience and a chance to observe marine wildlife in their natural habitat.



Cornerstone is
waiting for you!



VELKOMMEN Καλώς ορίσατε HOŞ GELDİNİZ ようこそ
○ 환영 BIENVENUE 환영합니다
SHALOM KARIBU DOBRODOŠLI
BIENVENIDO اهلا وسهلا BIENVENUE
WELCOME 환영 BIENVENUE
WELKOM WOLKOM ■ Vítejte BEM-VINDO
SHUSHAGATOM WOLKOM ::::: स्वागत Тавтай морилогтун
::: خوش آمدید BIENVENIDO
::: BIENVENUE ようこそ ALOHA Vítejte
Velkommen BIENVENUE BEM-VINDO
歡迎 ALOHA ::: مرحبا 歡迎
BIENVENIDO KARIBU ::: DOBRODOŠLI
환영 KARIBU VELKOMMEN ::: اهلا وسهلا
WELCOME ALOHA 환영 स्वागत WOLKOM



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