



Advice and emergency details for students under 19 at CEL Vancouver

Student cards

You should always make sure you can log into the CEL student app, so that you can access your student card. This card has your host family's telephone number and the school telephone number.

Travelling to and from the school

On your first day at school, we will check that you know how to travel between your homestay and school. Vancouver is usually a safe place, but **at night**, please be careful. For example, do not go to the seafront or parks when it is dark or to places where there are no other people, and if you are returning home from a school social activity in the evening, it is best to take a taxi home. **Do not** walk home alone at night. Do not travel alone and make sure your homestay family knows your plans.

Please remember:

- You must be back at your homestay for dinner every evening. If you are going to be late for dinner, telephone or message your host family.
- If you want to go out in the evening or on weekends, tell your host family where you are going, and with whom. Give your host family your mobile telephone number and keep your phone turned on at all times. Leave a telephone number or address where you can be contacted at all times.
- You must be back at your host family by 22.00 on weekdays, and 23.00 on weekends.
- Be very careful with your personal possessions and do not carry too much money with you.
- Don't carry your passport with you and make sure you have a copy of it in a safe place or electronically stored.

When your classes have finished

When your classes have finished, you are very welcome to stay at the school and use the school's Computer Room or study in the cafeteria.

Problems

- If you have a problem big or small, either at school or with your accommodation, please tell someone at the school. Our homestay and accommodation officer is in the office. She will be very happy to help you. You can also talk to your teacher, the Student Services Coordinator, the Director of Studies or the Centre Director. You can also ask your family to speak to us. The important thing is to talk to us.
- If you are not at the school and you have a serious problem or emergency, please call one of the numbers on your student card. The school telephone number is 604-685-0291. When the school is closed, call the EMERGENCY number –604-831-4006 - this is the school emergency number and it is available 24 hours a day, seven days a week.
- If you need to contact the police, or get an ambulance, or call the fire service, call the Vancouver emergency number: 911. Do NOT call this number for theft or smaller problems.

- If you have a problem and you do not want to tell anyone you know, you can call Youth In BC at 604-872-3311. Youth in BC is a crisis/counseling service for children and young people.

Useful telephone numbers

Remember: You should give the school and your host family your mobile telephone number, and you should ask your host family for their mobile number.

- School: 604-685-0291
- School Emergency: 604-831-4006 (24-hour service)
- Police/Ambulance/Fire: 911

Drinking/cigarettes/drugs

- You cannot enter a pub or club, and you cannot buy or drink alcohol if you are under 19 years.
- You cannot consume cannabis/marijuana if you are under 19 years. Cannabis/marijuana use is not permitted in homestays.
- You cannot buy tobacco/cigarettes if you are under 19 years of age.
- Illicit drugs are illegal in Canada. If someone offers you drugs, always say NO!

We hope you enjoy your time here!