



# PRE DEPARTURE LETTER



**TAMWOOD**  
CAREERS



## **AIRPORT ARRIVAL INFORMATION**

If you have requested an airport transfer, a Tamwood representative will meet you at the airport. The Tamwood representative will be holding up a sign with your name on it so please look out for the sign. The representative will rely on you to notice him/her amongst all of the other people who will be arriving at the same time as you.

If you have not requested an airport transfer you can use a taxi or the Vancouver Transit System, TransLink.ca, to get to your host family location.

### **Vancouver Airport Student Meeting Area for Students with Airport Transfers**

If you have a direct flight from your home country, or had a transfer in a country other than Canada, you will be arriving at YVR International Terminal and should be following the International Arrivals instructions below.

If you have a transfer in one of the Canadian airports on your way from your country to Vancouver International Airport, you will be arriving at Domestic terminal and should be following the Domestic Arrivals instructions below.

#### **1. ALL STUDENTS**

Follow the Canada Arrivals signs to Customs with your passport and travel documents. Your baggage may be claimed following passport inspection. To determine which carousel contains the baggage from your flight, check the baggage information display screens that are located on each carousel. Baggage carts are also located near the carousels.

#### **2. INTERNATIONAL ARRIVALS**

After you have claimed your baggage, you will exit the customs hall. When exiting the customs hall, stay to the right hand side. You will see the exit doors to the International Reception Lobby, IRL.

Proceed through those into the public meeting area. Tamwood representative will be waiting for you in front of wooden statues and will be holding a sign with your name on it.

#### **DOMESTIC ARRIVALS**

After you have claimed your baggage at the correct carousel, look for a Tamwood representative who will be waiting near your carousel number holding a sign with your name on it.

#### **3. ALL STUDENTS**

In the case that you do not see this sign or a Tamwood representative, DO NOT leave this area. Proceed to the information desk and call Tamwood Emergency Phone at 604-657-2423.

#### **INTERNATIONAL ARRIVALS**

From that point a representative will be contacted and they will meet you inside the IRL or you will be instructed to another meeting place for a Tamwood representative to meet you.

#### **DOMESTIC ARRIVALS**

From that point a representative will know exactly where you are and will meet you. If a secondary meeting place is required, it will be next to the information desk on the level that you arrive.



# WELCOME TO VANCOUVER INTERNATIONAL AIRPORT

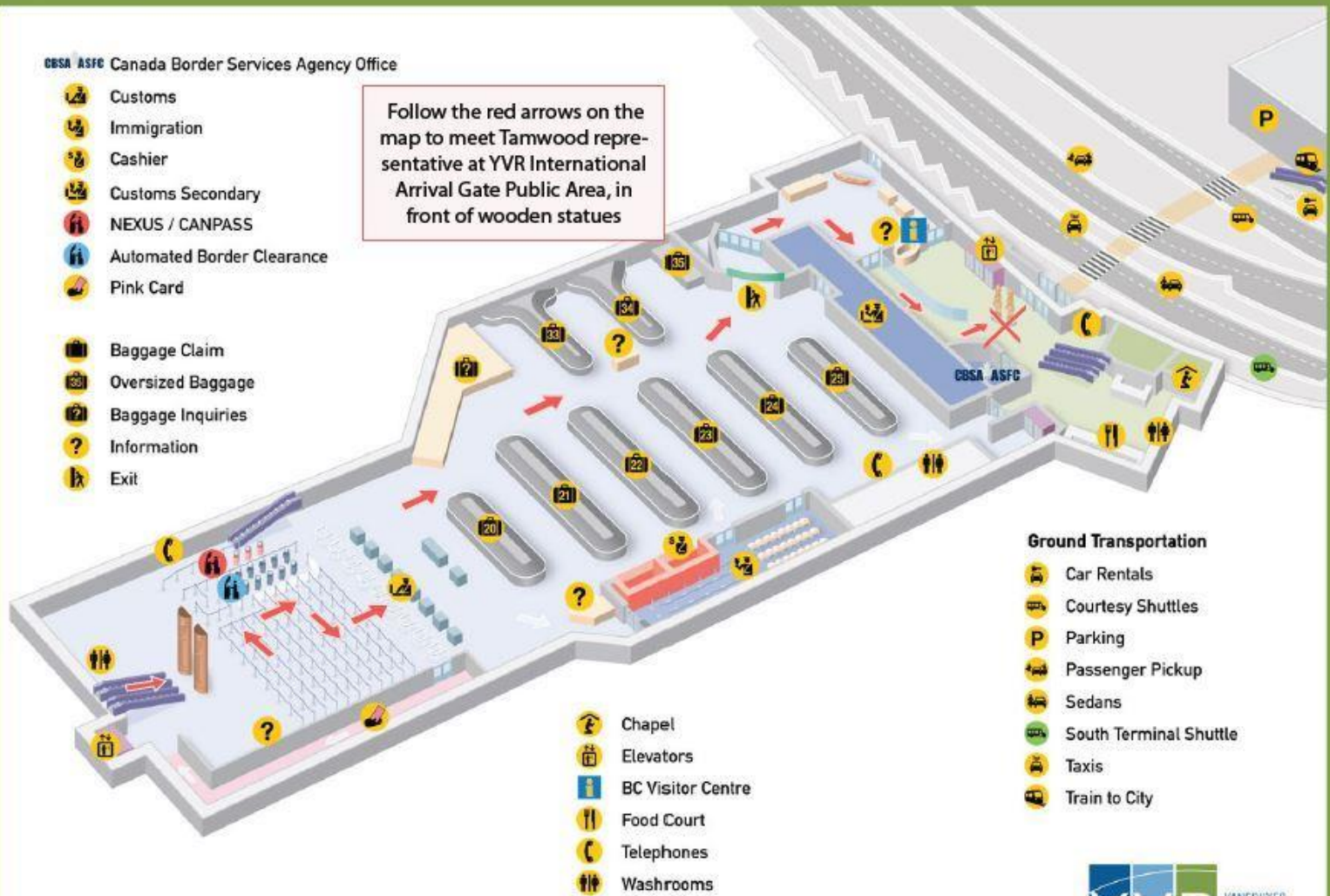
International & USA Arrivals

## CBSA ASFC Canada Border Services Agency Office

-  Customs
-  Immigration
-  Cashier
-  Customs Secondary
-  NEXUS / CANPASS
-  Automated Border Clearance
-  Pink Card

-  Baggage Claim
-  Oversized Baggage
-  Baggage Inquiries
-  Information
-  Exit

Follow the red arrows on the map to meet Tamwood representative at YVR International Arrival Gate Public Area, in front of wooden statues



## Ground Transportation

-  Car Rentals
-  Courtesy Shuttles
-  Parking
-  Passenger Pickup
-  Sedans
-  South Terminal Shuttle
-  Taxis
-  Train to City

-  Chapel
-  Elevators
-  BC Visitor Centre
-  Food Court
-  Telephones
-  Washrooms



## **TAMWOOD CAREERS VANCOUVER CAMPUS**

### **ADDRESS:**

200 – 889, West Pender Street, Vancouver, BC

Tel. +1 604 899 4480

Centrally located in the city's entertainment area, Tamwood Careers is easily accessible by public transit. Consult the public transit website at [www.translink.ca](http://www.translink.ca) for information regarding using the bus, Seabus, and SkyTrain service. For students staying with Homestay families, your families may take you to the school on your first day or will give you directions on how to get there on your own.

We are striving to provide you with comfortable, modern facilities and all the necessary amenities:

- Renovated, bright interior
- Student lounge with TV
- Microwaves
- Community board
- Drinking water from the cooler
- Elevator
- Large classrooms equipped with audio systems and dictionaries
- Free Wi-Fi

## **YOUR FIRST DAY AT TAMWOOD CAREERS**

Your first day of school begins on a Monday, unless it is a British Columbia Statutory holiday, in which case school will start on the following Tuesday.

Please arrive at Tamwood Careers by 8:30 am. Upon arrival, please make yourself comfortable at the student lounge area with the TV. Work Programs Coordinator will meet you for orientation at 9 am.

A SAMPLE schedule for the first day is shown below.

8:30am	<b>Welcome!</b> Please check in at the 2 <sup>nd</sup> floor reception desk <i>Please take a copy of your schedule and student contract. The student contract must be returned at 11:15am today.</i>
9:00am - 9:15am	<b>Welcome and Introductions</b> Amina Morin – Go International Manager <i>Please show us <b>the original copy</b> of your study and work permits. Copies will be made and kept in your student file.</i> <i>You <b>must</b> have a <b>valid study visa</b> to start the program and it must be valid for the entire duration of your program.</i> <i>You <b>must</b> have a <b>valid work visa</b> to start the work/co-op portion of the program. If you do not have your work visa, you must apply for one as soon as possible.</i>
9:15am - 10:30am	<b>Application for Social Insurance Number</b> + short walking tour of important spots for students in the city. (Amina)
10:30am - 11:15am	<b>Meet and Greet</b> - Amina Morin Introduction to important work term procedures, forms and deadlines.
11:15am - 11:45am	<b>Tamwood Careers Orientation</b> - Teresa Lacuna, Senior Educational Administrator <i>At the orientation, you will be given information about the Tamwood Careers class schedules, rules, staff and policies and you will need to submit your student contract, waiver of liability and participation agreement</i>
11:45am - 12:55pm	<b>Lunch Break</b> <b>Please go to the student lounge at 12:55pm. Your teachers will meet you there.</b>
1:00pm - 2:15pm	<b>Class:</b> <i>Your instructors will give you the course outline, assessment overview for the current course, and the course textbook.</i>  <b>Important: Please do not leave school today without submitting to the front desk signed student contract, waiver of liability and participation agreement.</b> You will not be allowed to start classes tomorrow unless we have these documents.

## WORK ORIENTATION

Please note you must take the Work Orientation (temporarily offered online) on the Friday of your first week. At this Work Orientation, you will learn more about living and working in Canada. We will provide you with more details during the Academic Orientation that takes place the Friday before the start of your program.

## **LIVING WITH A CANADIAN FAMILY**

- Schedules

North Americans, in general leave for work quite early (between 6:30 a.m. and 8:30 a.m.) and arrive home around 5:00 p.m. Dinner is usually served at 6:00pm and most families get ready for bed after 9:00 p.m. and go to bed before midnight.

- Meals

Most meals are quite simple, and will differ in size and food type from your country.

Breakfast is usually self-serve and families often do not eat together. It is usually hot or cold cereal and/or some toast.

Lunch is usually a sandwich, some fruit and a drink. It is not a large meal, although many people will take “leftovers” (uneaten food from dinner) for lunch the following day.

Dinner is the largest meal of the day and is usually eaten together.

Check first with your host family if you would like to cook your own meals.

- Cleaning

It is very common that everyone in the family participates in keeping the house clean and tidy. You may be asked to help with the household chores, such as setting the table and washing the dishes.

Your homestay family will expect you to keep your room neat and tidy.

- Hygiene

Most Canadians take showers rather than baths only once a day. Showers should not take more than about 10 minutes, as the hot water will run out after about three or four people have their showers. Some families will also schedule showers in the evening as well as in the morning. It is good to ask if you are permitted to use the shower more than once a day or late at night.

- Houses

It is often thought that all North Americans are rich and live in large beautiful homes. In fact, you will probably be living an ordinary life with a family that is neither rich nor poor. For example, your host family will not have a maid to look after your needs. Many houses have bedrooms in the basement (under the main floor of the house) and have separate suits for people to rent.

- Recycling & Environmental Awareness

Canadians, in general, are environmentally conscious, and many families recycle. Ask your host family how they do this. Canadians in general are also energy conscious, so it is normal to switch off the lights after you leave a room.

- Laundry

Most host families have a washing and drying machine, and you should ask if you are expected to do your own laundry. Not all homestay families are comfortable washing clothes that people bring from overseas. They do not want to damage any of your clothing that may be washed differently than is common here. If you wash your own clothes, you should ask for instructions on how to use these machines and when is a good time to use them. In most cases families do not like you to wash small loads, so save your laundry and do a load only when you have enough to fill the machine.

- Multicultural Families

Canada is very multicultural and we are very happy that our host families reflect this wonderful fact. Many of our host families come from a variety of ethnic backgrounds. They are Canadians and offer you an opportunity to see exactly how wonderfully open the cultural diversity in Vancouver can be.

- Common Courtesies

- \* If you are going to be late or away for dinner, please call your homestay family to let them know.
- \* Most people take off their shoes before entering the house, but some families do not ask you to do so.
- \* If you ask in advance, host families often do not mind if you invite a friend over to the house.
- \* You should try to make phone calls between 9am and 9pm. Speak to your family if you need to make calls outside these times or if you expect to be on the phone for longer than 30 minutes.

- Privacy

If you feel tired or just want some time alone, it is perfectly okay to go to your bedroom. You do not have to stay with the family all the time. If you want privacy, close the door to your room. Otherwise, it is usually left open.

**WE LOOK FORWARD TO WELCOMING YOU!**



**TAMWOOD**  
CAREERS