



**LANGUAGE
SCHOOLS**

JUNIORS PROGRAM

**AT
ILSC-MONTRÉAL
WELCOME GUIDE
2023**





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ARE YOU READY FOR THE EXPERIENCE OF A LIFETIME?

ILSC's Juniors Programs are an exciting and fun way to learn either English or French, and to connect with other students from around the world while getting a taste of the local culture at one of ILSC's unique locations.

This Welcome Guide will help you prepare for your visit, and give you tips and advice for while you're here so that you can get the most out of your experience. We look forward to meeting you!

PREPARING FOR YOUR TRIP



BEFORE YOU LEAVE

ILSC CUSTODIANSHIP SERVICES

Any child who is a minor (a child under the age of 18 in Ontario and Quebec and 19 in BC) who wants to study in Canada (without a parent or guardian) and is not a Canadian citizen or a permanent resident, may have a **custodian** an adult appointed to them who will provide the care and support they need while in Canada.

A custodian's responsibilities include:

- Assisting with the student's arrival and departure from Canada
- Providing consent (as required) for academic programs and activities (e.g., field trips)
- Responding 24/7 to emergency situations involving the student
- Assisting in accessing immediate and/or ongoing medical services
- Mediating disputes involving student and or UBC residence staff
- Advising the student's parents of any issues pertaining to the student's social, emotional, physical, or academic wellbeing

To appoint a Custodian, you must select an adult who meets the requirements and can fulfill the custodian responsibilities. This can be a relative or friend that lives near the school and residence or can be an ILSC team member. Once you have determined who you would like as your child's custodian, you must complete and submit a **Custodianship Declaration form**.

The [Custodianship Declaration Forms \(Custodian and Parents/Guardian\)](#) form consists of two pages:

- The first page needs to be signed by the custodian and notarized in Canada.
- The second page needs to be signed by the parents or legal guardians of the minor child and notarized in their home country.

All minor students must provide a notarized declaration, one signed by their parent or legal guardians in the country of origin, as well as one signed by the custodian in Canada, stating that arrangements have been made for the custodian to act in place of parent. The [Custodianship Declaration Forms](#) must be signed and notarized by a lawyer or notary public. The fee for the ILSC custodianship services is \$150 and includes the notarization costs for the declaration form as well as the custodian's services.

UNACCOMPANIED MINORS

An "**Unaccompanied Minor**" is any child between the age of 8-17 years old traveling without a parent or legal guardian.

Most airlines provide an "**Unaccompanied Minor**" program to assist children who are travelling alone from their point of departure to their destination. The unaccompanied minors are escorted by airline personnel until they reach their destination and are released to an ILSC Juniors Program team member. This program is mandatory for children between 8-11 years old and optional for children aged 12-17 years old. The airline charges an additional fee for this program.

ILSC ACADEMIC ENGLISH PLACEMENT TEST

A few weeks before you arrive, you will receive an email with a link to our online English Placement test. The test will assess your English reading, writing, grammar and speaking skills and will take about 60-75 minutes to complete.

Technical Requirements:

- Internet connection
- Audio
- Camera and microphone to record videos for the speaking part of the assessment

SUBMIT IMPORTANT DOCUMENTS

Make sure your parent or guardian has submitted the following documents to ILSC:

- Completed application package
- Balance of program fees (must be received 2 weeks prior to your first day at Juniors Program)



WHAT TO PACK



CHECKLIST OF THINGS TO BRING

IMPORTANT INFORMATION & ITEMS

- Letter of acceptance from ILSC
- This Welcome Guide (*record important information on p. 15*)
- Your passport and travel documents (*leave photocopies of travel documents with your parent or guardian*)
- Travel health insurance
- Any prescription medications that you require
- Canadian Dollars or credit cards to purchase snacks or souvenirs

TOILETRIES

- Toothbrush and toothpaste
- Shampoo/conditioner
- Soap
- Sunscreen
- Hairbrush/comb
- Hairdryer (if needed)
- Washcloth
- Feminine hygiene products

SCHOOL SUPPLIES

- Backpack or school bag
- Pens and paper

CLOTHING

- Underwear
- Socks
- Sweatshirts/sweatpants (for cool weather)
- T-shirts
- Shorts
- Jeans/pants
- Rain jacket (suitable for cool or rainy weather)
- Pajamas/sleepwear
- Swimsuit
- Sun hat
- Running shoes
- Casual shoes
- Flip-flops/sandals

MISC.

- Beach towel
- Refillable water bottle
- Regular medications (Acetaminophen or Ibuprofen)

PERSONAL ELECTRONICS

- Camera
- Mobile phone
- Headphones

ONCE YOU ARRIVE

AT THE AIRPORT

If you are coming from an international flight, you will be arriving at the international arrivals' terminal of the airport.



All ILSC's locations are located in major cities, and the airport will be between 20-45 minutes away from the school depending on which city you will be studying in.

When you arrive, there will be an ILSC Juniors Program staff member waiting for you inside the terminal. The person will be waiting for you with a sign with the ILSC logo and your name. This Juniors Program staff will greet you and take you directly to your accommodation.



If you don't see them right away, don't worry; someone will be there waiting for you. If, after looking carefully, you can't find anyone with a sign with your name on it, go to the information booth and ask to make a phone call to the **ILSC Montreal Juniors Program emergency phone number 438-226-5586**, which is always available, 24 hours a day from June 28, 2023-August 13, 2023. A Juniors Program team member will answer the phone and make sure to connect you with the person picking you up.

SEE PAGE 15 FOR IMPORTANT PHONE NUMBERS AND EMERGENCY INFORMATION

LIFE AT THE RESIDENCE



LIVE

You will be staying at McGill's Royal Victoria College, a residence located across the street from the ILSC Montreal downtown campus.

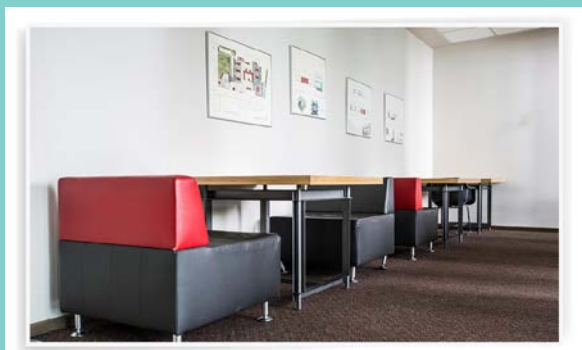
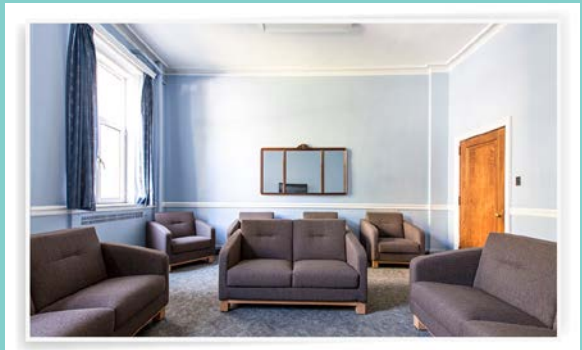
You will be living in a single or double room. While most of the rooms are for single accommodation, double accommodation rooms are available and typically reserved for our younger students. Boys and girls live in separate sections of the residence. Bed linens are provided and changed weekly; however, you should bring your own towel.

Student Safety and Care: The Juniors Program staff will be living with you in residence and are available 24 hours a day, 7 days a week. In addition to the Juniors Program staff, McGill security staff patrol the residence in the evening for added security.

Meals: You will receive 3 meals a day. These are typically hot meals from the Campus One cafeteria, served buffet style. On full day excursions (once per week), you will receive a boxed lunch and restaurant dinner.

Additional Facilities: The residence features large common spaces and a kitchen with a fridge and kettles.

- » **Capacity:** Approximately 250
- » **Accommodation:** Single and double rooms
- » **Bathrooms:** Large shared bathrooms on each floor featuring showers, sinks and toilets—bathroom amenities are available at a ratio of approximately 1:6 students
- » **Laundry:** Machines located within the residence cost approximately \$2 CAD per wash and \$2 CAD per dry
- » **Internet:** Wireless Internet is available in all common spaces within Royal Victoria College





JUNIORS PROGRAM DAILY SCHEDULE*

TIME	MONDAY-FRIDAY	SATURDAY	SUNDAY
8:00 - 8:45 am	Breakfast		
8:55-9:00 am	Arrival at ILSC campus		
9:00 am - 1:30 pm	Activities		Arrivals and Departures
1:30 - 2:30 pm	Lunch		
2:30 - 3:45 pm	Classes	Weekend excursion	
3:45 - 4:00 pm	Break		Weekend Activity
4:00 - 5:15 pm	Classes		
5:15 - 5:55 pm	Free time		
6:00 pm - 7:00 pm	Dinner		
7:00 pm-10:00:pm	Evening Activity		Dinner and Evening Activity
10:00 pm-11:00 pm	Quiet Time		
11:00 pm	Lights out		

*Schedule may vary depending on activity. Students will be informed ahead of time if the schedule varies.



ILSC MONTREAL/MCGILL JUNIORS PROGRAM ACTIVITY SCHEDULE

Activities for the Junior Camp program take place Monday—Friday from 9am—1:30pm and Saturday from 9am—5pm. Activity times are approximate.

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
WEEK 1 JUL 3—9 Daily Life	Canada Day Holiday School Closed	Mont-Royal	Bike Tour	Go Carts	Poutine Tasting	River Rafting	Homestay Family Day
WEEK 2 JUL 10—16 Culture	Jean Talon Market	Plateau Walking Tour	Ceramic Painting	Atwater Market and Lachine Canal	Montreal Museum of Fine Arts	Ottawa	Homestay Family Day
WEEK 3 JUL 17—23 History & the Past	Old Port Walking Tour	Ice Skating	Downtown Observatory	Point-a-Calliere Museum	McGill and Redpath Museum Tour	Quebec City	Homestay Family Day
WEEK 4 JUL 24—30 Travel	Downtown Shopping	Science Centre + IMAX Movie	Bowling	Beach Day	Festival Plaza and Ice Cream	Six Flags LaRonde	Homestay Family Day
WEEKS 5 JUL 31—AUG 6 The World Around Us	Olympic Stadium	Dragon Boating	Biodome	Bagel Breakfast and Planetarium	Botanical Gardens	Mont Tremblant	Homestay Family Day
WEEK 6 AUG 7—13 Communications & Media	Grevin Wax Museum	Mini-Golf	Pirate Ship: Voile-en-Voile	Ceramic Painting	CBC/Radio-Can Tour	Ottawa	Departure Day

All schedules are subject to change. This program officially closes on Sunday, August 13, 2023.

IMPORTANT HEALTH AND SAFETY TIPS

To ensure the safety and fun of everyone, it is essential that you understand and follow the following safety regulations. Please use your common sense and do not do what you don't do in your own country!

IN CASE OF ILLNESS OR INJURY

- » Report any illness or injury to your teacher or another staff member.
- » Do not move a person who is injured.
- » Follow the instructions of your teacher/ILSC staff, or medical staff.
- » If there is no teacher or staff member available, call ILSC's emergency phone number or call 911.

YOUR BELONGINGS

- » It is important to pay attention to your belongings in and out of school.
- » Do not carry around large amounts of cash, or your passport.
- » Remember to take your backpack off while you're on public transit. This is the polite thing to do for people standing behind you and it will also keep your belongings safe.
- » When you are walking around keep your phone and other belongings in your bag, don't carry them in your hand.

TALKING TO STRANGERS

- » In general, people are friendly, and it is safe to talk to strangers in public areas; however, if you are not feeling comfortable to talk with someone, you can always say "Excuse me, it is not a good time to talk," then move on.

IF YOU GET LOST

- » Find a staff member at the place you are visiting, and ask them to call either ILSC Education Group, or your homestay parents. If it is past 5 pm, ask the staff member to call the ILSC emergency phone number.
- » DO NOT attempt to make your way back to the school site on your own.

IF THERE IS A FIRE

- » If there is a fire, or you hear a fire alarm, calmly exit the building, and gather in a safe place outside with your classmates and your teacher or activity coordinator.
- » Follow all instructions from your teacher, activity coordinator and/or firefighting staff who can inform you when it is to return to the building, or to leave the area.

MEDICAL INSURANCE HEALTH COVERAGE

MINOR ILLNESS

Students will receive medical attention at one of 3 medical clinics located within 7 km from the ILSC Montreal campus for minor illnesses such as sore throat, runny nose, cough, cold, flu, mild fever, skin irritations or urinary tract infections and Guard.me will be billed directly.

MAJOR ILLNESS OR INJURY

If a student has a medical emergency such as broken bones, bad cuts, excessive bleeding, high fever (over 38.8 C/102 F), severe pain or illness or trouble breathing, they will be taken to the closest hospital for medical treatment. Payment can be made at the hospital, or the hospital will mail the invoice to you. You can then submit a claim, including the invoice and/or payment receipts to guard.me to get reimbursed for eligible expenses.

Below is a summary of medical benefits covered by the Guard.me medical insurance plan:



BENEFIT SUMMARY

SERVICE	BENEFITS	SERVICE	BENEFITS	SERVICE	BENEFITS
Hospital	100% of eligible charges; Semi-private room; Private room where medically required	Emergency Transportation	Taxi fare to or from a hospital or medical clinic up to \$100	Maternity	Serious complications to pregnancy covered
X-rays, Lab Testing	100% of eligible charges	Prescription Drugs	100% of eligible charges to a maximum 30-day supply; unlimited when hospitalized	Family Transportation	When you are hospitalized for more than 7 days, up to \$5,000 for air tickets, for 2 family members to join you; up to \$1,500 for expenses
Physician/Surgeon	100% of eligible charges	Dental – Accidental Injury	100% of eligible charges up to \$4,000 for Emergency dental treatment as the result of an injury caused by an accidental blow to the mouth	Air Evacuation/Return Home	100% of the cost to transport you to the nearest hospital or to a hospital in your Home Country
Psychiatric Hospitalization	100% of eligible charges; benefits payable up to \$50,000	Dental – Emergency	100% of eligible charges up to \$600 for relief of pain and suffering when 6 months of coverage is purchased	Accidental Death and Dismemberment	\$50,000 (optional coverage available up to \$200,000)
Psychotherapy	100% of eligible charges for a) psychiatrist inpatient fees following an emergency up to \$10,000 in addition to hospitalization benefit above or b) up to \$1,000 for outpatient psychiatrist or psychologist care	Medical Equipment & Supplies	100% of eligible charges for crutches, canes, wheelchairs, walkers, casts etc.	Common Carrier	\$100,000
Eye Exams	100% of eligible charges up to \$100 for one non-emergency eye exam when 6 months of coverage is purchased	AccessAbility	For disabled students, coverage for Corrective Device Defect, Malfunction and Theft Protection	Trauma Counselling	Up to 6 sessions if an insured suffers a loss under the accidental death and dismemberment benefit
Paramedical Services	100% of eligible charges up to \$500 for Chiropractor, Massage Therapist, Acupuncturist, Naturopath, Chiropodist /Podiatrist – no referral from physician required	Annual Non-emergency Exam	100% of charges for one exam up to \$150 when 6 months of coverage is purchased	Burial in Host Country	Up to \$5,000 for the cost of preparing the remains, cremation or burial and a burial plot in the location where death occurs
Physiotherapy/ Speech Therapy	100% of eligible charges up to \$1,000; unlimited if provided as inpatient service	Out of Canada Coverage	All eligible expenses anywhere in the world except - coverage in USA limited to 30 days; no coverage in Home Country unless part of school or training program	Repatriation of Deceased	Up to \$15,000 toward the cost of preparation and return to your Home Country
Private Nursing	100% of eligible charges up to \$15,000				
Ambulance	100% of eligible charges				

COVERAGE UP TO \$2,000,000

notice from turbo:

- This is a summary of benefits available under the guard.me Canada policy.
- Certain limitations and exclusions may apply.
- Full details are found in the guard.me Canada policy available at www.guard.me.
- The actual policy wording governs.
- All benefits are in Canadian currency and are per 365 day period.
- Prior approval required for certain benefits.



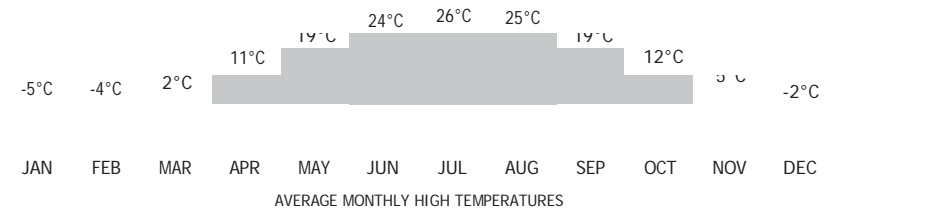
EXPLORING MONTRÉAL






European sophistication meets Canadian friendliness in Montréal, the largest French-speaking city in the world outside of Paris. This metropolis of 3.6 million offers culture around the clock in both English and French.

The ILSC-Montréal campus is located downtown close to major transit hubs, parks, shopping and more, and if you're passionate about the arts, film, food, and fashion, you'll fall in love with this city as soon as you arrive.



📍 ATTRACTIONS	M METRO STATIONS	CONTACT
1 La Basilique Notre Dame	1 Place d'Armes Station	410 Rue St-Nicolas, Suite 300 Montréal, Quebec Canada H2Y 2P5 tel: 514.876.4572 fax: 514.876.4053
2 Le Saint-Sulpice	2 Square-Victoria Station	
3 Museum of Anthropology & History		
4 Souvenirs Place Jacques Cartier		
5 Centre d'Histoire de Montréal		
6 Board of Trade of Metropolitan Montréal		
7 Centre de Commerce Mondial		



MODERN CLASSROOMS FREE WI-FI STUDENT LOUNGES KITCHENS DOWNTOWN LOCATION

TELEPHONE SERVICE

SIM CARD AND DATA PLANS

We use the app **WhatsApp** to communicate with students on their mobile phones.

An international SIM card can lower your roaming and international calling expenses while you are in Canada.

You can use your current mobile phone and by changing the SIM card, you will get a local phone number and data plan!

A SIM card, can cost from \$9-\$19/week or \$35-\$45/ month, depending on the plan. For more information, please visit gophonebox.com/plans.

If you would like to purchase a SIM card, please let us know on your first day of class and one of the Junior Program staff will help you.



TELEPHONES/PAY PHONES

- » There are four area codes within Montréal. The city of Montréal uses (514) and (438) and areas outside of Montreal (450 and 873).
- » You must always dial the area code, along with the number.
- » If you are making a long-distance call, you must always dial 011 + the country code (011-55 +, or 011-886+, etc.) followed by the phone number.
- » It's best to bring a cell phone with you; however, some pay phones are still available in transit hubs, airports, shopping malls and hotels.
- » All local pay phone calls are 50 cents, with no time limit.
- » 911 is the Emergency number that can be dialed for FREE from any telephone. 1-800 numbers or 1-888 numbers are free.

GETTING AROUND

PUBLIC TRANSIT



PUBLIC TRANSIT/SOCIÉTÉ DE TRANSPORT DE MONTRÉAL (STM)

This is the best way to get around Montréal. The STM includes both buses and subway trains (the Metro system).

STM OPTIONS	FARE AMOUNT
Monthly pass	\$94
Weekly pass (Monday-	\$29
Ten tickets	\$31.50
Two tickets	\$6.50
One ticket	\$3.50

*Must purchase a rechargeable OPUS card: \$6

COMMUTER TRAIN/TRAINS DE BANLIEUE

The commuter train provides a convenient public transportation option for travelling into the city from around the Montréal metropolitan region.

AMT/RMT OPTIONS	FARE AMOUNT
Monthly pass	\$94 - \$255
Ten tickets	\$31.50 - \$76.50
One ticket	\$3.50 - \$6.50

Note: Fares are current as of April 2023 and are subject to change. Additional fares may apply depending on zone and the destinations you are travelling between. For more information on fares, please see the RTM website below: <https://rtm.quebec/en/fares/fares>



TAXIS

- » The meter starts at \$3.45 and increases according to time/distance.
- » Tax is included in the price, but it is always polite to tip the driver.
- » If the sign on top of the taxi is not lit, it is already occupied.



CONDUCT FOR CLASSROOM ACTIVITIES



LATENESS & ABSENTEEISM

You are expected to be on time to classes. Attendance, punctuality, and participation are important parts of learning.

Students who come to class every day, on time:

- » Learn more English/French!
- » Get the class off to a good start!

Please note: if for any reason you are unable to attend a class or activity, please have your homestay parents notify the school IN ADVANCE with a written notice or phone call.

ENGLISH/FRENCH ONLY POLICY

The English/French Only environment helps you:

- » Think in English/French
- » Improve your English/French faster
- » Learn about other cultures
- » Make friends!

CELL PHONE POLICY

- » Respect your teacher and classmates.
- » Please turn your cell phone off during class times.

LOOKING AFTER YOUR VALUABLES

Always keep your valuables with you: your wallet, bag, cell phone, electronic dictionary etc.

BEING ENVIRONMENTALLY FRIENDLY

We want to help planet earth! So, remember the three R's:

- » **Reduce:** Bring your own cup or bottle
- » **Recycle:** Use the right recycling bins, for beverage bottle and cartons, food scraps (compost) and paper
- » **Reuse:** Bring your lunch in re-usable containers

IMPORTANT INFORMATION

ILSC 24 HOUR EMERGENCY NUMBERS

ILSC MONTREAL-MCGILL JUNIORS PROGRAM EMERGENCY NUMBER: **1.438.226.5586**

CITY EMERGENCY NUMBERS

If you encounter a serious emergency, such as a fire, medical emergency, or emergency requiring police, and you cannot find an ILSC staff member, homestay family member, or teacher to help you, you can contact local emergency services by dialing **911**.

YOUR HOMESTAY FAMILY

NAMES: _____

ADDRESS: _____

PHONE NUMBER: _____

EMAIL: _____

YOUR HEALTH INSURANCE DETAILS

NAME OF HEALTH INSURANCE PROVIDER: _____

YOUR POLICY NUMBER: _____

EMERGENCY CONTACT NUMBERS: _____

EMERGENCY CONTACT IN YOUR HOME COUNTRY

NAME: _____

RELATIONSHIP: _____

PHONE NUMBER: _____

EMAIL ADDRESS: _____

YOUR PASSPORT INFORMATION

NAME: _____

DATE OF ISSUE: _____ CITY/COUNTRY OF ISSUE: _____

PASSPORT NUMBER: _____

IMPORTANT NOTES

OUR TEACHING PHILOSOPHY



Learning works better when it is student-centred.

We combine a set curriculum with the flexibility to accommodate each student's special interests and learning needs. You'll be motivated to learn about things that personally interest you.

Learning works faster when it's combined with everyday experiences.

Immersion learning through role-playing, field trips, and group learning activities helps you learn the language more quickly.

People learn best when they are confident, at ease and happy.

At ILSC, you'll be part of a community of staff, teachers, and fellow students who will support your success on a fantastic learning adventure.

CONNECT WITH THE ILSC COMMUNITY **#MYILSC**



ILSCFB



@ILSC



@ILSC



ILSCTV

FREQUENTLY ASKED QUESTIONS

WHAT'S INCLUDED IN THE JUNIORS PROGRAM PACKAGE?

The package fee includes all entry fees to attractions (activities take place Monday to Friday and a full day on Saturday), your accommodation cost, and a full board meal plan (3 meals per day plus snacks), which are provided by your homestay family.

HOW MUCH MONEY SHOULD I BRING?

Public transport fees are not included, so students should bring between \$22-\$28 per week to cover their public transportation to and from the school, and during activities. Students should also bring enough money to cover any personal needs, including shopping for any personal items and/or souvenirs.

WHY IS PUBLIC TRANSPORTATION EXTRA?

Depending on the length and dates of a student's program, the most cost-effective option for transit varies greatly. We have found that it is easy and cost-effective for students to purchase transit fares once they arrive. Homestay families and ILSC staff can help students choose the best fare option for their needs.

HOW DO I ADJUST TO A NEW COUNTRY?

The program provides a great opportunity to explore a new culture, improve your language skills, and meet other youth from around the world. This exciting opportunity is fun, but it can also be challenging. Once you arrive, you may experience "jetlag" which leaves you feeling a little bit tired for the first few days until your body naturally adjusts to a different time-zone. Eating unfamiliar food might also affect your stomach until you adjust to new food. Be patient, your body will naturally adjust to these new experiences. It is also a good idea to tell your host family how you are feeling so that they can support you.

WHAT IF I FEEL HOMESICK?

Feeling homesick is very common, especially if it is your first time away from your home, and/or family on your own. Being in a new country, where everyone speaks a different language, can cause a bit of "culture shock," and be disorienting. The best way to cure homesickness is to talk about your life, experiences and feelings with friends, teachers, and host-family members. Expressing how you feel, and sharing what you love about your home will help you feel better. Writing how you're feeling in a journal can also help.

WHY DO I HAVE TO SPEAK ENGLISH OR FRENCH ALL THE TIME?

ILSC's English or French Only policy is in place to help you learn the language faster! Although it might feel very challenging at first, the people you meet at ILSC will understand your efforts and frustrations and they will help you as much as possible. If you meet a person who doesn't understand, try not to get upset. They may not know what it is like to learn another language, or they may just be having a bad day. No matter what, keep trying and soon your English or French will be better than ever!

IS THE CITY SAFE?

ILSC campuses are in several major cities, which are generally very safe. Students are accompanied by ILSC staff on all activities and stay with their host family in the evenings, so they are rarely alone. However, students may travel between their homestay and the ILSC campus on their own. Although the cities are safe and residents are usually friendly and helpful, students should still be attentive to their surroundings and should report anything that looks suspicious or makes them feel uncomfortable to either an ILSC staff member, or their homestay family. Even in the safest of cities, students should stay alert and aware of their surroundings after dark, and travel with others if possible.



TIPS FOR LEARNING ENGLISH OR FRENCH

- » Always speak in English or French! It's simple, the more you practice, the more quickly you learn to communicate.
- » Spend time talking with your homestay parents. Listening to and speaking with English and French speakers is the best way to learn.
- » Carry a dictionary at all times and use it!
- » Make a list of new words and expressions you learn outside of class. Writing things down is a great way to remember them.
- » If you have time, read over your school notes or your list of new vocabulary at the end of each day. Even a brief review on the same day you learn something will triple your retention. It is a proven fact!
- » Don't hesitate to ask questions when you don't understand! Your homestay parents and teachers are here to help you learn.