**Welcome to CIC Residence**

**“Your Home Away from Home”**

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**Welcome to Columbia International College Residence**

**We are so glad you are here!**

**What is Total Care?**

Everybody at Columbia International College (CIC) believes that truly caring about our students helps foster strong values, a sense of character, and instills them with the courage to pursue their dreams. Based on our commitment to our students’ well-being, health and success, and to realize our vision to be the world’s most caring school, we created the Total Care Education System®.

**Our mission is to deliver peace of mind for parents and foster student success.**

Unique to Columbia International College, the Total Care Education System is designed to nurture international students in four areas essential to their growth and achievement.

1. **Total Care Learning – Achieving Your Academic Potential**
* Total Care Learning® is a holistic approach to education, balancing in-class learning, individual study, and experiential learning to make students more engaged in their education – maximizing their academic potential.
* Total Care Learning® focuses not only on what is learned, but also how it is learned.
1. **Total Care Development – Maximizing Character Development**
* International students, away from home, do not get the constant benefit of their parents as their daily role models for character development.
* As part of the holistic model of education Total Care Development® at CIC takes on the responsibility of building important character values which are the foundation for success in life. We believe high school isn’t only about the content of the textbooks. It’s also about how students grow into adult maturity, ready to take on the challenges of university and beyond. Total Care Development is unique to CIC as no other schools in Canada have character development as a deliberate, integral part of their education program.
1. **Total Care Living – Your Home Away From Home**
* When parents send their children abroad to study, they want their children to live in a place that provides a level of care similar to what they’d get at home. This means a safe and comfortable living environment, attention to nutrition and a healthy lifestyle, proper care if special needs arise such as sickness, and training for independent living.
* Our Total Care Living® is based on a “home-away-from-home” model which delivers, in the best way possible, the kind of care parents would provide their own children at home. By providing a healthy and safe on-campus life outside the classroom, CIC’s Total Care Living removes the pressures that other international students face when they live off campus, away from home.
1. **Total Care Communication – Maximizing Family Connections**
* International students, by definition, are far away from their families. That can be an anxious experience for them, as well as their parents. Students are anxious to know how things are back home. Parents are anxious to know how their children are doing in school, after classes are over and on weekends.
* Total Care Communication® at CIC, with a state of-the-art technology and software platform, is designed to maximize family connection, and bring students and parents closer, to overcome that feeling of distance. With Total Care Communication, parents can have peace of mind, and students will have a better state of mind to focus on study and to enjoy their new lives while in Canada.

**Welcome to Residence**

Hello,

On behalf of the residence department I would like to welcome to your home away from home, in residence, at Columbia International College. We are so glad you are here and are very excited to be on this journey with you!

While you pursue your academic goals, our role is to keep you safe, and comfortable. In addition to the fun and learning you will experience on campus, while at home in residence we hope to engage you within our community. You will be introduced to peers, and leaders, who will help you start your new lives here in residence.  We hope you will join us at our residence activities and attend our residence events. Make time for some fun!

Throughout your time here, we have House Parents on site 24/7. While your House Parents can’t replace your mom or dad, they will care for you and support you every step of the way. You can count on us to help connect you to CIC services and address questions or concerns at any time. I encourage you to connect with your residence staff, as we are dedicated to your comfort.

We sincerely hope to provide you with the best experience possible. Make memories. Pursue your goals. Enjoy every day!

Sincerely,

Shara Hillier

Residence Life Manager

**Arriving In Residence**

As you arrive in Canada, facing a 21-day quarantine it is inevitable you will have questions about what to expect. This handout is intended to give you all the information you will need to safely and comfortably meet the self-isolation requirement for those who have traveled from outside Canada prior to arrival.

**Tip!**

Once you settle into your room, call your parents to let them know you arrived safely.

**Quarantine Overview**

Due to the current COVID-19 pandemic, to ensure the safety of all students and staff and as per current government guidelines, you are required to be quarantined for a duration of 21 days. Your room will have a bed with bed sheets, a comforter, a pillow, and private washroom and shower. At the end of your quarantine period, and once you are cleared by one of our Medical staff, you will move to your assigned room.

We have dedicated Residence Staff (house parents) 24/7 who want to ensure your stay in quarantine is comfortable. If you have any questions or concerns, please reach out to house parents at the front desk of your residence.

**Residence Contact Information**

Linden Hall (LH)

**Address:** 55 Catharine St S, Hamilton, ON L8N 4E8

**Front Desk Number:** extension 1200 or905-308-7565 extension 1200

**Cell/Mobile Number:** 905-961-4068

**WiFi Network Name:** cic-public

**WiFi Password:** Learning@CIC

Pine Girls (PG)

**Address:** 768 Sanatorium Road, Hamilton ON L9C 0C5

**Front Desk Number:** 905-572-7883 extension 6101

**Cell/Mobile Number:** 905-745-3782

**WiFi Network Name:** cic-public

**WiFi Password:** Learning@CIC

Pine Boys (PB)

**Address:** 728 Sanatorium Road, Hamilton ON L9C 7V6

**Front Desk Number:** 905-572-7883 Extension 2901

**Cell/Mobile Number:** 905-967-4071

**WiFi Network Name:** cic-public

**WiFi Password:** Learning@CIC

You can also contact residence staff by emailing Residence.Life@cic-totalcare.com.

**Phone Access**

* To dial a local number, Dial 9 first and then the phone number. For example, to dial the school number, dial 9-905-572-7883.
* SIM cards are available at residence and can be activated via the internet with a credit card. Please call the Front Desk if you would like to get a SIM card or need help activating one. Once you register for a plan, the SIM card will give you:
* Canadian phone number
* Data plan
* Unlimited Canada wide calling
* Unlimited Canada wide messaging
* Calling cards for international calls are also available at the residence. If you would like to obtain one, or need help using it, please reach out to the Residence staff.

Below is some information to help you during your stay in quarantine.

**Quarantine Safety**

* For your own safety and the safety of other students and staff, you must **stay in your room**. There are no exceptions to this rule of quarantine.
* Please **wear a mask** when you open the door to collect meals or other items delivered by residence staff. You should not open your door for any other reason.
* **No smoking** is allowed in Residence. If you are of legal smoking age (19 years old) and if you have any smoking products on you, please give them to the residence staff. We will store them in your mailbox. Some smoking products are: cigarettes, lighters, etc.
* **No cooking** is allowed in the Residence room. Kettles with automatic shut-offs are allowed

**Fire Alarm**

In the unlikely event that there is an emergency that causes the fire alarm to sound, to ensure your safety, please follow these simple rules:

* If safe to do so, leave the building by the nearest and safest exit. **Putting on shoes and a warm jacket. Leave your mask on.**

Once outside, please meet in the following meeting spaces:

**For Pine Hall Residence:** the grassy area, behind the building.

**For Linden Hall:** the parking lot located beside the residence building.

Once outside, a CIC Staff Member will direct you as needed to ensure your safety.

**Remember, when outside, continue to practice proper social distancing at all times.**

**Room Comfort**

* **Managing room temperature**
	+ You can control the temperature of you room! To make changes, push down the side of the lid on top of the heating unit. You can turn the heat or cooling on and off and change to the preferred temperature. We recommend temperatures between 21 to 25 degrees Celsius.
* **Hygiene**
	+ There are hygienic items sold at the Residence such as shampoo, body wash, toothpaste, toothbrush, deodorant, etc. If you need to purchase any of these items, call the Front Desk. Please note that the items are based on availability and may not be available at all times.
* **Keeping tidy**
	+ There are garbage cans with 2 garbage bags in each. Please make sure to throw out all garbage and uneaten food from the meals/snacks. If you did not drink the beverage(s) please drain down the bathroom sink before throwing out the container. Garbage is removed from the corridors multiple times a day, so please make sure to leave your garbage outside the door. New garbage bags will be delivered for your use.

**Food Delivery during Quarantine**

The following items will be provided to all students serving their self-isolation period at CIC:

* Meals will be brought to your door and left on a table just like room service!
* To minimize risk, your meals will be brought to you in disposable plastic/paper containers with disposable eating utensils
* Brunch, afternoon light snack, dinner, and evening snack, will be delivered to you by residence staff. Breakfast will be delivered to you on school days. For more detailed timeline, please see the meal schedule enclosed.
* All meals are placed on the table outside of your door. Once the meal has been delivered the staff will knock on the door to let you know.
* Once you are done with your meals, put all containers and garbage in the garbage can placed outside your door. Leave the empty tray on the table for staff to collect.
* Let us know your dietary restrictions and preferences. If you need extra food, condiments, etc., please call the Front Desk.
* You can order takeout! If you place an order, please call Front Desk and let us know it has arrived and we can assist you with the delivery.

**If you are hungry in-between the meals, call the Residence staff. We have some snacks available.**

**Tips!**

**Tap Water in Hamilton is safe to drink.**

Chartwells is the name of the company that will prepare your meals for the duration of your stay at CIC.

**Chartwells Meal Schedule**

**MONDAY – FRIDAY**

**Breakfast:** 7:00am - 8:30am

**Lunch:** 12:00pm - 1:00pm

**Late afternoon snacks:** 3:00pm - 4:00pm

**Dinner:** 5:00pm - 6:30pm

**Late night snacks:** 8:00pm - 8:45pm

**SATURDAY – SUNDAY and Non-School Days**

**Brunch:** 11:00am - 12:45pm

**Late afternoon snacks:** 3:00pm - 4:00pm

**Dinner:** 5:00pm - 6:30pm

**Late night snacks:** 8:00pm - 8:45pm

**Information to Stay Healthy and Safe:**

* Monitor yourself for symptoms of illness for 21 days. Symptoms of concern include: cough, fever, difficulty breathing.
* Keep your hands clean.
* Wash your hands often with soap and water for at least 20 seconds and dry with disposable paper towels or dry reusable towel, replacing it when it becomes wet.
* Use an alcohol-based hand sanitizer.
* Cover your cough and sneeze into your upper sleeve or elbow, not your hand.

In the case of a period of quarantine, it’s important to look after both your physical and mental health:

* Ensure you have entertainment items on hand such as books, crafts, art materials, playing cards etc.
* Take advantage of communication apps and keep in touch with friends and family – there are many to choose from that offer different services depending on your needs.
* If you are able to, do some work to keep your mind active. You could also consider studying and learning something new or playing an online game.
* Don’t forget to keep your body moving – do yoga, online fitness lessons, etc. Many apps are available for fitness instruction, as well as free content on websites such as YouTube.
* Lastly, stay hydrated and keep regular sleeping patterns.

**Developing COVID-19 symptoms:**

* Contact the front desk immediately if you aren’t feeling well. Houseparents are here 24 hours a day 7 days per week and can be reached at:

**House phone: 905-573-7883 Extension 1200**

**Cell Phone: 905-961-4068**

As always, please feel free to call the front desk if you have any questions or are in need of anything.

**Housekeeping Services during Quarantine:**

Please note that during the 21 days of self-isolation regular housekeeping services will not be provided. This will be to minimize risk to both staff and students including you! Once you have completed your self-isolation period, complete thorough environmental cleaning on hard surfaces with an approved disinfectant should be completed.

**“We are all in this together - and we will get through this, together.”** **- Antonio Guterres**

**Items for Purchase**

Residence has some basic toiletries and items for sale listed in the chart below. No cash payments are required as purchases will be charged to your Sundry account. If you would like to purchase any of these items, please call the Front Desk and it will be delivered to you.

|  |  |
| --- | --- |
|  | **Selling** |
| **Item** | **Price** |
| Wet Ones Hand and Face Wet Wipes | $4.50 |
| Axe Shower Gel | $4.50 |
| Duracell AAA - 8 batteries | $16.00 |
| Pantene Shampoo & Conditioner | $7.00 |
| Aveeno Body Wash | $10.50 |
| Oral-B toothbrush | $1.50 |
| Live Clean Liquid Hand Soap | $4.50 |
| Always Super Maxi Pads | $9.00 |
| Always Panty Liners | $4.00 |
| Aveeno Lotion | $11.00 |
| Always Sanitary Napkins | $12.00 |
| Lined Paper | $3.50 |

|  |  |
| --- | --- |
| Small Suitcase | $79.07 |
| Level 1 Mask per Box of 50 | $24.00 |
| Neutrogena | $11.00 |
| Cosmetic Pad | $2.50 |
| Scotties Tissue | $1.50 |
| Energizer AA (8 packs) | $10.00 |
| Energizer AAA (4 packs) | $7.00 |
| Colgate Toothpaste | $1.00 |
| Axe 2 n 1 Shampoo & conditioner | $6.00 |
| Dove Men | $4.50 |
| Dove Women | $4.50 |
| CIC Neck Tie | $23.00 |
| Girls Knee High Sock | $3.00 |
| Boys Socks | $5.00 |

**Uniforms and Student Identification Card**

When you are released from quarantine, house parents will contact you for an appointment to get an ID card and uniforms.

**If you need anything or have any other questions, please contact your Front Desk.**

**We are here 24/7 to help you and answer your questions.**

**Residence Packing List**

With our many years of experience at CIC, and input from our Residence student leaders, we have created the following list. This list is recommended items for you to bring with you as you prepare for your arrival to residence.

**Recommended Items to Bring With You:**

* All over-the-counter and prescription medications you need to maintain your health
* Toiletries (soap, face wash, deodorant, shampoo, conditioner, body wash, lotion)
* Toothbrush, toothpaste, mouth wash, dental floss
* Razors and shaving products
* Nail clippers and nail files
* Feminine hygiene products
* Make up and make up remover
* Kleenex (facial tissue)
* Brush and comb
* Hairdryer
* Multiple sets of towels (bath towels, hand towels, face cloths)
* Standard black dress shoes
* Casual clothes (jeans, casual pants, t-shirts, sweaters, shorts, casual shoes, sandals, etc.)
* Clothing suitable for outdoors including loose comfortable old clothing that can be layered in cold weather
* Bathing suit
* Shower Shoes (like plastic or rubber flip flops)
* Windbreaker/rain jacket
* Umbrella
* Winter jacket
* Winter outerwear – mitts, gloves, toque, scarf, winter boots (waterproof or water resistant)
* Pajamas/bathrobe
* Underwear, socks
* Athletic wear (depending on individual sports interests)
* Indoor non-marking sneakers/athletic shoes (for gym use)
* Slippers or 2nd pair of flip flops for around the residence
* Shower caddy or easy-to-carry container for your bathroom items
* There are occasional events, such as the Semi Formal for which students may wish to bring ‘nice’ clothes (dress, jacket, dress pants)
* Refillable Water Bottle and Mug
* Chargers for all the electronics you bring – cell phone, laptop, etc.
* International Adaptor
* All the cords your computer came with – usb connectors, etc.
* School supplies – calculator, pens, papers, etc.

**Optional Items to bring with you:**

* Disposable or cloth face masks
* Hand sanitizer
* Flashlight
* Non-perishable snack foods from home
* Hot water kettle with a safety/automatic shut off

**Items provided to students in residence:**

* Comforter
* Pillows
* Bedding (flat sheet, fitted sheet, pillow cases)
* Locker and Lock (to store important documents and personal items)
* Laundry basket
* Toilet tissue
* Iron and ironing board available to borrow
* Laundry detergent
* Basic first aid supplies (bandaids, over the counter medicine)
* Trash bags
* Board games, sports equipment, gaming consoles to borrow
* Meals and late snacks

**Items not permitted in residence rooms:**

* Televisions, monitors, gaming systems
* Halogen lamps, or desk lamps that may prove to be a fire hazard
* Cooking equipment and appliances (kettles, toasters, hot pots, immersion heaters and microwaves). The common room in every residence has a microwave for student use.
* Wifi routers
* Candles/incense (open flames are not permitted in any room due to fire code/safety regulations)
* Furniture
* Knives
* Tobacco products for students under the age of 19 (Ontario Law)

Should you forget something, house parents or a residence leader will be happy to show you how to order what you need on-line. Our residence student leaders will be able to recommend reliable and cost efficient retailers for you.

**Residence Leaders**

Residence Leaders are volunteer students who currently live in residence and have volunteered to help newly arrived students. They will be a great source of information as you settle into residence. Having experienced the same transition to life in residence, they will be able to answer questions about how to navigate daily life.

They can help with some of the following:

* How to set up your phone
* How to get involved in residence life
* Introducing you to other students
* How to do laundry
* Morning routines
* Residence facilities and amenities
* Signing Up for residence activities
* Meal schedules

They are here to help you and will contact you by phone or email within the first few days of your arrival to introduce themselves and direct you to the right person to answer any questions you might have. They will be a friendly face when you are released from quarantine and will be there to help you. They are looking forward to meeting you.

**Letter from your residence leaders:**

Welcome to Columbia International College Residence!

We understand that this may be a tough time for you because everything is new and you are missing your family. We have been in the same place as you and understand what you may be feeling. We are here to help you! Due to COVID this is even more challenging because this isn’t the way we can normally welcome students to residence. We want to make sure you are safe and that we can have fun together especially when you are out of quarantine. Please let us know how we can help you.

Sincerely,

Priscilla

Residence Leader

**Medical and Wellness**

* Our school nurses will check on you each of the 21 days that you are in quarantine to monitor your health.
* Should you feel unwell at any point you may request to have a nurse check on you.
* At the nurse's discretion, you may be consulted via video conferencing or be checked in person.
* Should you wish to speak to a counselor about you mental or emotional well-being, Social workers are available Mon-Friday. 24/7 Mental Health support is also available.
* On the 19th day of quarantine you will receive a COVID test onsite by one of our Registered Nurses.

**Contact Information:**

Front Desk – ext. 2824

Nurse Supervisor – ext. 2722

Weekend Nurse – ext. 2824

After hours emergency phone line – 905-807-1614

Note: If you are not feeling well, please also contact Residence Staff at the Front Desk of your residence.

**Residence ACtivities and Events**

We encourage all students to become an active participant in the residence community. We offer many activities and events for students to enjoy. Here is a sample of our weekly calendar of residence activities and events.

**INSERT EXAMPLE OF CALENDAR**



**Liaison Department**

Liaison Student Service Team serves as a bridge between students/parents and the school under the guide of the school’s vision to make CIC the most caring school. Our daily tasks include but not limited to:

1. Providing one-stop service to students’/parents’ inquiries;

2. Connecting students/parents with other departments’ services;

3. Keeping parents informed of their kids’ school performance;

4. Providing language support when students/parents communicate with the school.

**Contact Information**

**Mandarin:** Ms. Jane Liu

* Phone number: 905-572-7883 ext. 2814
* Email: jliu@cic-totalcare.com

**Cantonese:** Ms. Wing Cheung

* Phone number: 905-572-7883 ext. 2831
* Email: tcheung@cic-totalcare.com

**Vietnamese:** Ms. Sabrina Le

* Phone number: 905-572-7883 ext. 2749
* Email: ttrinh@cic-totalcare.com

**Russian:** Ms. Julia Abdoullaeva

* Phone number: 905-572-7883 ext. 2818
* Email: jabdoullaeva@cic-totalcare.com

**Portuguese:** Ms. Michelle Gallera Dias

* Phone number: 905-572-7883 ext. 2744
* Email: mdias@cic-totalcare.com

**English and other languages:** Mr. Richard

* Phone number: 905-572-7883 ext. 2861
* Email: rw@cic-totalcare.com

**IT Department (Computer and Internet Access Support)**

The best way for students to reach the IT department is to email helpdesk@cic-totalcare.com. They will be able to offer you technical support related to internet access and your account. Of course, you can also contact the front desk and speak with a house parent or email your liaison who will contact the IT department on your behalf.

**Frequently Asked Questions:**

**Q: What WiFi do I connect to?**

A: When you go to the list of wireless networks available, connect to “cic-public”. The password is “Learning@CIC” without the quotes and a capital L and capital CIC.

**Q: I signed onto the WiFi but the WiFi keeps appearing and disappearing quickly!**

A: Please try and forget our wifi and try again by doing the following:

**Apple:**

Under Settings > WiFi > Press the “I” icon to the right once it connects, and selecting “Forget Network”

**Android:**

Under Settings > WiFi > Press and hold the wifi name and select “Forget Network”

**Q: The WiFi is slow, can I bring my own router?**

A: No, Students are not permitted to have a wireless router, access point, wireless repeater in our buildings at any time as it interferes with our wireless setup and will impact yourself and students around you.

**Q: Why is the connection so slow? It’s faster at home!**

A: At CIC we have lots of students and so much bandwidth, we use systems to manage the amount of traffic permitted per device so everyone is able to share the internet fairly.

**Q: How do I contact the IT department?**

A: please email us any time at helpdesk@cic-totalcare.com for any questions or assistance you need in relation to WiFi, Internet, Room Phone, LAN Cable in your room (if applicable).

**Q: The port in my room doesn’t work?**

A: We are sorry to hear this, please let your house parent know and they will put in a ticket into our system on your behalf and we will work on it as soon as we are able.

**Q: Will CIC provide students Microsoft Office?**

A: At this time we do not provide Microsoft Office to students, the student will have to purchase a Microsoft Office subscription themselves, or use an alternative free software called Libra Office which you can create documents and save them as word documents when needed.

**Q: My laptop is acting funny and doing weird things, not like it normally does.**

A: Most times this can be solved with a simple restart of your laptop or device since it may be on for a few days at a time and things can start acting up. The first fix you can try yourself is to restart the laptop, after that if it is still acting up please feel free to reach out to us for help either by asking a house parent to contact us, or emailing us at helpdesk@cic-totalcare.com

**Q: Help! My laptop is physically broken!**

A: If this happens we are very sorry to hear this, and would be happy to take a very quick look to see if there is anything we could possibly do to help, but we will not open student laptops or devices, it would need to be repaired through an external vendor such as Bestbuy or Canada Computers for example.

**Q: I emailed** **helpdesk@cic-totalcare.com** **on Friday and no one has gotten back to me yet?**

A: Our office hours for checking our helpdesk@cic-totalcare.com email is Monday to Friday, 8:00 AM to 5:00 PM. We will always check during those times and work to answer everyone in a timely manner.

**Q: Every time I try and watch Netflix or play games during class time I get a message saying “Content Block”?**

A: This is due to our content filter as we have schedules in place for class time to prioritize learning and not allow gaming or movies during that time period.

**Q: I’m visiting a site that I don’t think should be blocked**

A: If you are getting a content block message on a legitimate site you think should not be having issues, please forward us the website and we will look into it further to see if it should be blocked or make an exception on our filters.

**Q: Why can’t I VPN to my home country?**

A: We block the use of proxies and VPNs due to the ability to get around our filtering rules

**Q: Why can’t I download movies and music through torrents?**

A: We block the use of torrents and news hosts so no illegal downloading is happening on our internet as we could get fines or cancellation of services if we have that type of activity on our network.

**Please don’t hesitate to reach out to us if you have any technology related issues.**

**Academic Support and Tutoring Department**

**Academic Support:** Students can meet with tutors to get assistance on their assignments, homework and any class concepts if they are struggling. Students can book one time appointments to see a tutor or can be assigned weekly tutoring sessions based on needs. Tutors support students after class hours and must be booked in advanced. All sessions are 30 minutes long and students can book a maximum of one hour a week.

**Peer Tutoring:** The peer tutoring program is for students interested in tutoring other students OR students interested in being tutored by other students. The peer tutoring program can provide first language support by having students who speak your first language assist you with course work.

This option is great for some students who are looking for help from students in their class or students who have already taken the course. Students who are peer tutors can submit their tutoring hours as community service hours.

**Tutoring Coordinator: Ms. Zoey James**

Find Me: In the Academic Office

Email: zjames@cic-totalcare.com

Moodle Site: <https://moodle.cic-totalcare.com/course/view.php?id=534>

Moodle Enrolment Key: Tutoring

Ms. Zoey’s Hours: 8AM – 4:30PM Monday – Friday

Tutoring Hours: 7 - 11PM Weeknights and Sundays

**Student Leadership Development**

We are excited to meet you and have you join our extra-curricular activities at school and in residence. The opportunities outside the traditional classroom environment are very important for your personal development and are very helpful in developing strong supplemental applications for university admissions.

While in quarantine we will meet you via phone call or Zoom meeting to:

* Discuss your  interests outside of the classroom
* Personalize your semester club schedule
* Provide fitness opportunities during quarantine
* Give an overview of the various SLD activities offered in the semester including:
	+ Community Service
	+ Leadership Teams and Opportunities
	+ Duke of Edinburgh Program

You will come to the Student Leadership Development office (S244 in the Ainsliewood Building) on your first day at the school. We will give you your copy of your personalized schedule.

**Activities to enjoy while in quarantine:**

* On-line clubs- please log-in to EZ Report to see all options and times.
* Fitness opportunities (we will help personalize it for you).
* Yoga- we suggest Yoga with Adriene on YouTube.
* Drawing and sketching videos - please let us know if you need some paper!
* Learn a new language- use apps like Duolingo to help improve your English.
* Use Khan Academy to develop or advance your skills in Coding using JavaScript or other computer languages.
* Try watching sitcoms to help improve your English listening skills:
	+ For example: The Big Bang Theory, Mandalorian, This is Us

If you need more ideas or have questions, please contact us at:

sld@cic-totalcare.com

**Accounting**

* For any questions related to your account, please contact the accounting department at the following email address:

**invoice.inquiry@cic-totalcare.com**

* Of course, you can also reach out to your liaison by email to receive help.

**External Testing Office**

English is the primary language of instruction at the vast majority of universities and colleges in Canada and your success as an international student in Canada requires a high level of English proficiency. Therefore, most Canadian universities and colleges require international students to provide proof of their English language ability through an approved test such as IELTS and Duolingo. At Columbia International College, the External Testing Office can help you with this!

We will support you when booking a test, deliver workshops to ensure you are prepared, and provide overall guidance when it comes time to share results with post-secondary institutions.

If you have any questions about English proficiency testing, please contact:

Jordana Pannunzio – External Testing Manager

jpannunzio@cic-totalcare.com

905-572-7883 ext  2877

Tracey Whitby – External Testing Student Services Officer

twhitby@cic-totalcare.com

905-572-7993 ext 2920

General Inquiries: eto@cic-totalcare.com

ETO Services Offered:

English Proficiency Tests – Duolingo, IELTS, CAEL

English Proficiency Workshops – Duolingo & IELTS

IELTS Marks Forwarding Requests

IELTS Enquiry on Results Requests

Advanced Placement Testing

Coming soon: IELTS Tutoring

**Security Department**

Security Officers wear red shirts and Security Supervisors wear blue shirts. We are located in the academic buildings and in the residences.

We are here to help with any concerns you may have such as:

* Lost item (cell phone, backpack etc.);
* If you do not feel safe for any reason;
* If you are being bullied or know someone who is being bullied;
* If you need assistance contacting emergency services (e.g Police);
* If you receive a phone call and are not sure if it is a scam or not.

We are a very friendly department and we want to help you in any way we can.

**Approach us in person or contact the Security Emergency Number at:**

905-981-0146

