





Congratulations on your acceptance to Coast Mountain College!

This student handbook includes useful tips, information and resources to help you settle into student life in Canada.

We are here to support you every step of the way.

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Connect

Travelling to a new country and studying abroad is an exciting adventure. Connect with us for support and learn about the resources and services available to you at Coast Mountain College.



Myrna Odona, International Student Advisor

international@coastmountaincollege.ca

Support services:

- Admission and program inquiries
- Pre-arrival inquiries
- Student support & engagements
- General International Advising



Jieni Lim, Recruitment Coordinator international@coastmountaincollege.ca

Support services:

- Program and requirement inquiries
- Immigration related inquiries
- International recruitment
- International projects

Study permit & student visa

Getting a student visa can take long time. Apply early for your Canadian study permit.

Coast Mountain College staff will not give you legal advice. We can help you use the Citizenship and Immigration Canada **website**.

As a Canadian study permit holder, there are many rules you must meet. If you do not follow those rules, you could lose your student status and study permit. You may also have to leave Canada. Learn more at the Government of Canada website. Only an Immigration Consultant or a lawyer can help with your immigration application. Read the Immigration and Refugee Protection Act.

More information:
Study permit information
Apply for your study permit
Do you need a visa?
Do you need biometrics?
Application times
Extend your study permit

TIP! Do you live in China, India, the Philippines or Vietnam? You may get your study permit faster by using the Student Direct Stream. Learn more by visiting our **website** or the Government of Canada **website**.

Register for courses

Register for your courses before you arrive in Canada.

Visa Approval

You must have your Visa application approved before registering for your courses.

Registration confirmation

You will get an email from us when you are accepted. It will let you know when you can register. Visit our website to register for courses. Email international@coastmountaincollege.ca if you need help. Register as soon as you can for more course options.

Course planning

You will get a course planning email one to two months before your program starts. Email **international@coastmountaincollege.ca** if you do not get this email. Put your student number in the email subject title. Allow three to five working days to process. Do not send us the same email inquiry more than once.

Course registration

All course sections are filled in order of application. When course sections are full, you cannot register. But, you might be put on the course wait list. If spaces become available you would be offereda spot. You must reply to the course planning email to confirm. Please send a copy of your study permit or POE Letter of Introduction (also known as your study permit approval letter) confirmation to international@coastmountaincollege.ca.

Without this, you will not be able to register in first term courses.

When to arrive

Come to campus at least five days before your classes start. Make sure the campus is open so someone is here to help you. See our **hours of operation**.

Math assessment

You will be notified in your letter of acceptance if you need to write a Math Assessment (Accuplacer). You MUST schedule a test with a Learning Assistance Specialist at your campus or you cannot enrol in the course. Schedule the assessment before you arrive. Give yourself five to seven days before the program start date to complete. It takes two hours to complete online. A calculator is provided. Phones are not allowed. It is very important that you practice a lot on this site prior to taking the assessment. You can start practicing now!

If you fail the Math Assessment

You can only rewrite the assessment two times. You must leave at least one week between test attempts.

If you fail the Math Assessment twice

You must take a math-upgrading course for a fee.

Need more information?

Terrace - Jon Stone jjstone@coastmountaincollege.ca

Prince Rupert - Trudy Dolan tdolan@coastmountaincollege.ca

Smithers - Rich De Rooy rderooy@coastmountaincollege.ca

TIP! Take a practice Math Assessment here. Try the Elementary Algebra and Quantitative Reasoning Algebra & Statistics practice questions. Practice several times prior to taking the assessment.

Home away from home

Campus housing

Only Terrace and Smithers offer housing.

Complete an Application Form with a non-refundable fee of \$25.00. Space is limited. Housing is filled in order of application. Apply early!

Once approved

Pay us a damage deposit of \$200 to cover any damage that could be caused during your stay. You will get this money back if there is no damage. Pay your first month (or term) rental fees (non-refundable) to claim your dorm. Bring your own bed linens, pillows, and blankets. **What to bring**.

Email your move-in date to residence@coastmountaincollege.ca. If you arrive earlier, you will need to fi nd a place to stay. This will be at your own cost.

More information:

- Housing rates
- Apply for housing
- Housing handbook

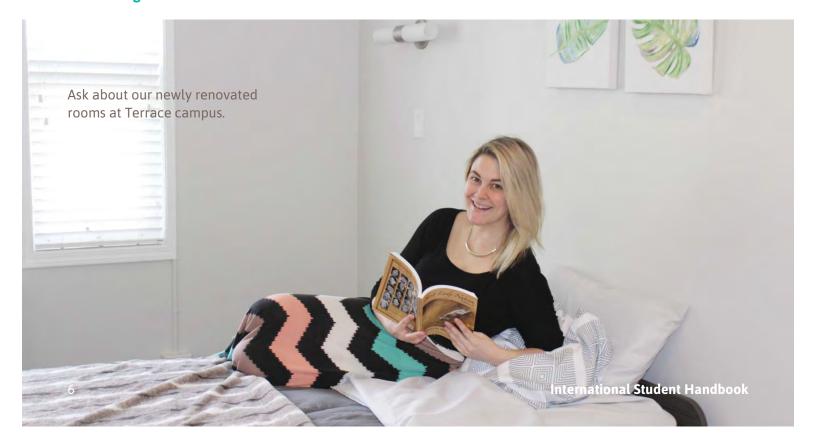
Homestay

Live with a local family to experience Canadian culture. Coast Mountain College partners with the Canada Homestay Network. Only available in Terrace, Prince Rupert and Smithers.

More information:

- Services and fees
- Apply for Homestay

Email studentinfo@canadahomestaynetwork.ca



Online rental listings

Be aware of fake rental listings. Try to see the house you will be renting in person before you pay a deposit. **Rental Tips**.

Consider the following:

- Can I walk to my campus or bus stop?
- Is there furniture (bed, table, sofa)? What supplies are provided (cooking appliances, utensils)?
- Are utilities included (cable television, Internet, etc.) or are these added costs to my budget?
- · What is the damage deposit fee?
- Where will I live short term if my move-in date does not match my arrival date in Canada?

Online sources:

Terrace

- KIJIJI
- Rentals Northwest

Smithers

- KIJIJI
- Varagesale

Prince Rupert

- Cow Bay Pioneer Guesthouse (known as Pioneer Inn) - Short-term rental
- Black Rooster Guest House & Apartment Shortterm rental
- JavaLodge B&B Temporary rental
- KIJIJI

Pack for your trip

Seasons in British Columbia:

- 🔅 Fall (September November)
- Winter (December February)
- Spring (March May)
- **Summer** (June August)

Our campuses are part of or near the Great Bear Rainforest. From April to September we enjoy long, warm days, but be ready for a Canadian winter. There will be rain and snow so bring the right clothing. If you do not have winter clothing you may need to buy it. See page 15.

TIP! Local second-hand stores are a great source of affordable clothing.

Weather Information

Visit **Environment Canada** or the **Weather Network** for weather information in your community.

Health insurance

You must have health insurance coverage while studying in British Columbia.

Medical services can be a lot of money. Without health insurance, medical services will cost more. Apply for a Medical Service Plan (MSP) when you arrive in Canada. It can take three months to mail to you.

Medical insurance requirements

Medical Services Plan (MSP)

MSP is the provincial health insurance plan. If you live in BC for six months or longer you must, by law, enrol in MSP. You must pay the monthly premiums. The BC government determines the monthly premium cost. You will be billed directly. View monthly rates here.

Guard.me

You must have medical coverage for at least 120 days in BC with **Guard.me** international insurance while your MSP is processed. The Guard.me fee is included when you register for your first term. Coverage begins up to seven days before the start of your program.

If you arrive more than seven days before your program starts, apply for additional health insurance coverage. Attend orientation for help with your MSP application or email international@coastmountaincollege.ca.

Be sure to attend Orientation for help with the MSP application.

Coming to Canada

Before you leave home, get your documents organized and plan for your trip.

Documents

You must have all the right documents needed for Canadian customs. This includes:

- Valid passport
- Letter of introduction sent by the visa office on your approved study permit (this has your permit reference number)
- A copy of your letter of acceptance from Coast Mountain College
- Proof that you have enough money to support yourself during your stay in Canada
- Letters of reference or any other documents the visa office told you to bring
- A valid Temporary Resident Visa approval (TRV) or Electronic Travel Authorization (eTA)

Declaration process

You can make a declaration in the Vancouver International Airport (YVR). You can use a Primary Inspection Kiosk.

You can ask a border services officer for help when you arrive or visit the Canada Border Services Agency website.

Canada border clearance

Be ready to declare your travel items and currency when you arrive. Review the **Government of Canada customs clearance process** prior to arriving. This is to avoid any problems entering Canada.

Arriving in Canada

Flying to Canada

IMPORTANT you must select the community of your campus location as your final destination. Your campus location is in your acceptance letter. Terrace, Smithers and Prince Rupert are one and a half to two hours drive between each other. There are limited travel options in winter months. Vancouver is a 16-hour drive by car from Terrace. Vancouver is not your final destination. Check the baggage policy; you might need to pay extra fees for checked baggage.

Choose the right airport for your transfer:

Airport	Code
Terrace	YXT
Prince Rupert	YPR
Smithers	YYD

Vancouver International Airport (YVR)

Buy Canadian money before you arrive. Find a money exchange at the Vancouver Airport (YVR).

Visit Vancouver International Airport for details.

Plan your travel to your Canadian residence. Bring Canadian money (notes or coins) for a taxi or shuttle. There are ATMs at all airports.



Terrace (YXT)

There is a free phone at the airport. Use it to call for a taxi. It takes 10-15 minutes to get downtown and will cost \$25 to \$30. A taxi will cost more if you are going to the Terrace campus. The taxi phone number is 250.635.7177.

You can take a shuttle bus. You need to book the shuttle bus before you arrive in Terrace. Book a shuttle bus **here**.

Prince Rupert (YPR)

You can take the free shuttle downtown. From there you can taxi to your Canadian dwelling. The Prince Rupert campus is located in downtown Prince Rupert. The taxi phone number is 250.624.2185.

Smithers (YYD)

No shuttle service at this airport. You can call for the local taxi or book in advance. Smithers campus is downtown. The taxi phone number is 250.847.2306.

TIP! You may not be allowed into Canada if any of your documents are missing or if any of the information on your documents is incorrect. Keep your documents and other valuable items with you.

Welcome to Northwest BC!

You have arrived! Time to get settled into your host community.

Transportation

The Terrace campus is next to a quiet residential area. It is only five minutes from downtown by bus or car, or a thirty minute walk.

The Smithers campus is downtown and within walking distance to all amenities. Smithers campus housing is a 10-15 minute walk to campus.

In Prince Rupert, the campus is located in the centre of the city. It is a close walk to shopping, restaurants and activities.

By bus

Go to BC Transit for local bus schedules, routes and fares in your community. Check out the student semester pass.

Terrace

Phone: 250.635.2666
Schedule & Routes | Fares

Prince Rupert

Phone: 250.624.3343

Schedule & Routes | Fares

Smithers

Phone: 250.847.4993
Schedule & Routes | Fares

Smithers BC Transit offers an on-request service.

By bicycle

Borrow a bicycle from our campus libraries by using your library card.

By car

Some students buy a vehicle while living in Northern BC. You might not need to apply for a BC driver's license if you have a valid driver's license from home. Contact the issuer of your driver's license to get an official driving record. Do this before moving to BC. Visit ICBC for details.

Coast Mountain College offers free parking at all of our campuses!

Throughout the region

British Columbia is large and towns can be remote. Visit our **Getting here** page to learn more about travelling through Northern BC. There are options to travel by air, car, ferry, train or bus.





Working in Canada

Study permit

Your study permit must list the conditions that you are allowed to work on or off campus.

You are not allowed to work before your studies begin. If you arrive before your program starts, organize finances to support yourself.

During regular school semesters you cannot work more than 20 hours a week. There are scheduled breaks in winter and summer semesters. During scheduled breaks you can work up to forty hours per week. You must let your employer know about the twenty hours work permit requirements.

You must follow government laws for working in Canada. Failure to do so may mean you will have to leave the country.

Visit Government of Canada for:

- Working on campus
- Working off campus

Social Insurance Number (SIN)

A Social Insurance Number (SIN) is a nine-digit number you need to work and to get paid in Canada. Apply for a SIN if you plan to work in Canada. Visit **Government of Canada** to apply.

Step 1: Meet the conditions printed on your study permit. Review **here**.

Step 2: Apply in person at a Service Canada Centre in your community. Gather all the information before you go in. You will get your SIN during your visit.

More information on Protecting your SIN:

- Office of the Privacy Commissioner
- Government of Canada

Service Canada Centres in our region:

- Terrace
- Prince Rupert
- Smithers

Job search

There are many ways to look for jobs in your community. Talk to your instructors, educational advisors, and peers about local employers. Visit the **Student Employment** page for more resources.

Set up email notifications on job boards like:

- Indeed
- WorkBC
- LinkedIn

Income tax

Everyone living in Canada must pay income tax. File your taxes each year to tell the Government of Canada how much money you made. This determines how much tax you have to pay. You can find income tax forms at any post office or Canada Revenue Agency office. You can file your income tax online. Visit Government of Canada.



Budget & funds

Canadian currency

Canada's official currency is the Canadian dollar (CAD). There are 100 cents (¢) in a dollar (\$). For Canadian currency details visit the Government of Canada website.

Banking

You will need a Canadian bank account. Go online to search banks and credit unions in your community. Compare their services and select the one that meets your needs.

- Types of bank accounts
- Opening a bank account
- Identification requirements

Tuition, fees & monthly living expenses

Have an idea of what your monthly living expenses will be. Then you can budget your finances and prepare for your time in Canada. For general expenses, check out Welcome BC's Cost of Living Calculator.

International fees and estimated costs

Shopping & dining

There are many shopping and dining options in Terrace, Prince Rupert and Smithers.

Terrace

- LoveTerrace.com
- Visit Terrace Shopping
- Visit Terrace Restaurants
- Skeena Valley Farmers Market

Smithers

- LoveSmithers.com
- Tourism Smithers Shopping
- Tourism Smithers Restaurants
- Bulkley Valley Farmers Market

Prince Rupert

- LovePrinceRupert.com
- Visit Prince Rupert Shopping
- Visit Prince Rupert Restaurants
- · Salmonberry Farmers Market

TIP! When shopping in Canada, prices do not usually include tax. Taxes may include both a 5% GST (Goods and Services Tax) and 7% PST (Provincial Sale Tax) for a total of 12% tax.

First week on campus

Orientation

Orientation is mandatory for all new students. We will introduce you to other students and faculty and help you understand how things work at Coast Mountain College.

At orientation, we host a special information session for International students, called *Get Ahead*. Learn about medical insurance, study permits, working on or off campus, student life and much more.

Refer to your welcome email or view **orientation dates and times** for your program.

Student ID cards

This card is your library card, housing key and photo ID while you are a student. Visit the registration desk for instructions on where to get your card.

Computer User ID

You need a computer user ID to login to the computers on any campus.

Your computer username is the first letter of your first name, the first four letters of your last name and the last three digits of your student number.

Your password is capital "i" and lower case "m" "@" and your birth date (as shown below):
Im@YYMMDD

WiFi

Use your birth date to log into the Student WiFi on campus: YYMMDD

The password to log into the Guest WiFi is: Access!!

Smoking

There are designated smoking areas on campus for cigarettes and e-cigarettes. Read our **smoking policy**.



Textbooks

Be prepared for the first day of classes. Textbooks sell out fast. Buy your textbooks early to avoid line-ups in the first week.

You can buy course materials and supplies at the Campus Store. Coast Mountain College clothing and accessories can also be bought here.

Campus Store hours

Library

Borrow books, movies and more! Our libraries offer bikes, sporting equipment and gaming consoles to rent for free. Campus libraries have over 39,000 digital titles to use at the campus and from home. Use a chat service any time to access a librarian if you need help.

Visit **Library** to learn about the research support services at Coast Mountain College.

Food Services

On-campus food services are available at the Terrace campus. Check out our daily Cafeteria menu, prepared and served by students or grab a coffee at our Cedar Café.

Campus events

View our events calendar to see what is happening at your campus. Like us on Facebook and Instagram.









myCMTN

Use myCMTN to access schedules, registration, transcripts, payments, and more. Login using your account to access the web portal. From here you can go to the Student Menu.

If you are new to myCMTN follow these steps or click here for information about resetting your myCMTN password.

Brightspace

Brightspace lets you access your coursework online. Share your documents with instructors and classmates to support your classroom work.

View our Brightspace FAQ for more information.



Academic life

Learn our education policies. Know what is expected in the classroom. Key policies to your success are academic integrity, plagiarism, and attendance.

Integrity

Prioritize your academic integrity and honesty. Read our **Academic Integrity Policy**.

Plagiarism

Plagiarism is the act of taking someone else's work or ideas and claiming them as your own. It is a serious academic offence at Coast Mountain College and Canadian post-secondary schools.

Your first offense means a grade of zero will be given to the affected assignment. You will be placed on academic probation. For repeat offenses, a failing grade will be assigned to the affected course. In this case, you will have to withdraw. In certain programs, students may be required to withdraw from all courses.

View our Plagiarism FAQs

Attendance

Be present for all classes for the entire scheduled time. Do not enter late or leave early. Rare exceptions may be excused. If you are late, explain your lateness to the instructor after class. A need to leave early should be explained to the instructor before class.

Absences

You are responsible for missed assignments. You can ask for notes from classmates for the class you miss. Instructors are not responsible for re-teaching the material you missed because of an absence.

Do not expect that you can make up missed work, after the absence. If you tell your instructor that you are unable to attend an exam due to illness, your instructor can ask for proof of illness before a rewrite is scheduled. A note from a doctor is needed.

Schedules & Important Dates

Keep track of deadlines for tuition payments, Canadian holidays and academic breaks.

- Course schedules
- Important dates
- Final exam schedules

TIP! Instructors hold office hours outside of class. Use this opportunity to ask questions about the course material, clarify an assignment or learn more about a topic from class you find interesting.

Classroom conduct

Computers and the Internet

Computers in classrooms are for academic purposes. Personal use is to be kept outside of the classroom, unless your instructor says it is okay.

Cell phones

Do not receive or make phone calls during class. Do not use your device for browsing, games, or texting during class time. Turn off and put your phone away during class.

Class discussion

The instructor has the right to refuse remarks or opinions that are crude. You are expected to discontinue your comments when asked.

Courtesy, civility and respect

Be polite and respect your fellow students who have paid to attend class. Refrain from behaviour that disrupts the ability of others to learn. Do not carry on side conversations in class.

Profanity and offensive language

You may not use profanity or offensive language of any kind in class.

Personal business

If you need to talk to an instructor you may need to arrange an appointment to meet after class. Make your arrangements before instruction begins or after class.



Academic support

Educational advising

Get help with choosing courses from an educational advisor. This includes upgrading and degree transfer opportunities. You can **learn more** about different routes to finding work in your field of study.

Accessibility services

Coast Mountain College gives students support services to overcome learning difficulties. Visit **academic support**.

If you have an identified learning or physical disability email us before you apply. This is to give you enough time to access all related services. Contact ksinkewicz@coastmountaincollege.ca

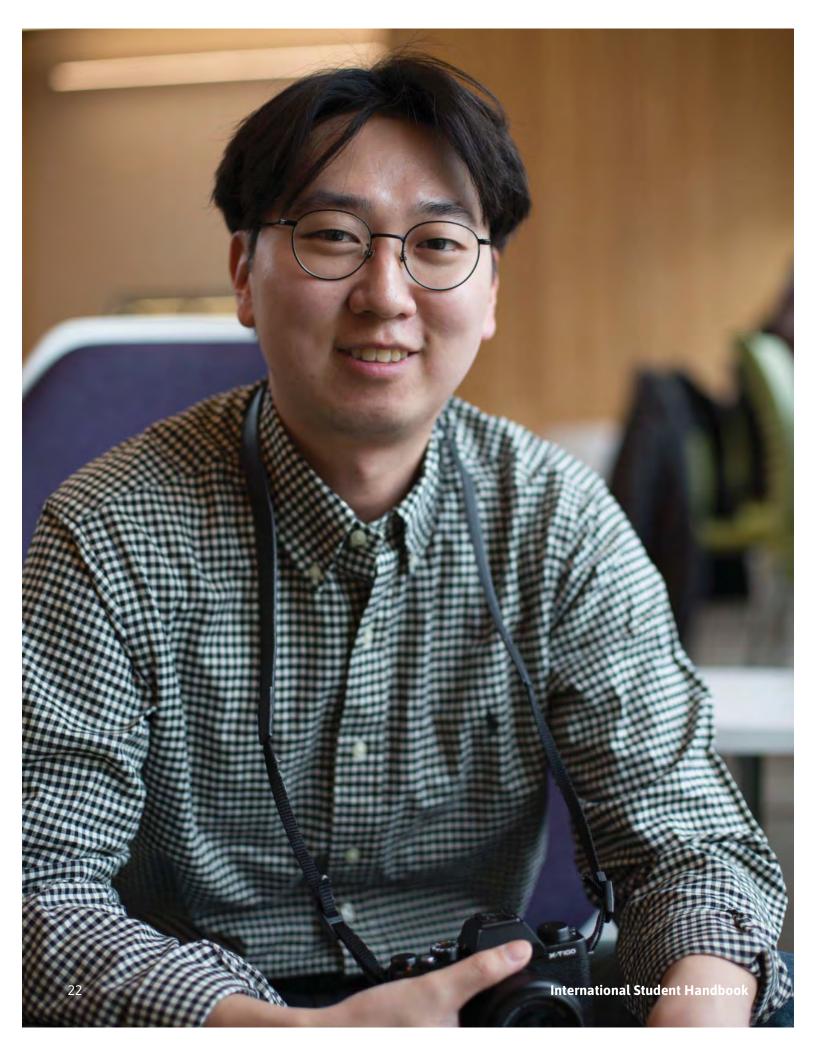
Learning assistance

Learning Assistance Specialists assess the learning difficulties you may have. They provide helpful ways to overcome barriers to your success. Free student success workshops are held at most campuses throughout the year.

To learn more contact jjstone@coastmountaincollege.ca

WriteAway

Get feedback on how to improve your writing skills. Qualified tutors are available through the **WriteAway** online writing tutor service.



Health care

Counselling

Coast Mountain College offers free counselling services. Connect with a counsellor in your first language. The **Keep Me Safe** program provides support with school, relationships, cultural adaptation and more. You can connect with a counsellor at any time by phone, chat, email and videoconference.

Download the My SSP from the App Store or Google Play.

Campus Safety & Security

Your safety and security is a top priority for Coast Mountain College. Visit **safety and security** to learn about how we keep you safe.

Hospitals & medical services

You must bring your BC Services Card for all doctor visits. This card has your health care number and must be shown to get any medical services.

Terrace

Mills Memorial Hospital 4720 Haugland Ave Phone number: 250.635.2211

Phone number: 250.635.2211

Lazelle Medical Clinic 4720 Lazelle Avenue

Phone number: 250.615.5040

Smithers

Bulkley Valley District Hospital 3950 8th Avenue Phone number: 250.847.2611

Prince Rupert

Prince Rupert Regional Hospital 1305 Summit Avenue

Phone number: 250.624.2171

Who to call

Urgent life threatening or criminal situations call 911.

On-site first aid attendants

Report an incident to any staff member on campus and they will request first aid support.

On-campus security (Terrace only) 250.615.9894

Police

Terrace 250.638.7400 Smithers 250.847.3233 Prince Rupert 250.624.2136

HealthLinkBC

Speak to a registered nurse; you will need your BC Services Card number. Call 811.

BC Crisis Centre Helpline 1.800.784.2433 or chat online

BC Victim Services 1.800.563.0808



Community living

Northern BC is known for its safe and friendly communities that welcome all cultures from around the globe. Learn more about the services, programs and events.

- Terrace | Skeena Diversity
- Smithers | Smithers Community
 Services Association
- Prince Rupert | Settlement Services Hecate Strait
 Employment Development Society
- Prince Rupert | North Coast Immigrant & Multicultural Services Society

Support your community

Find out how to can be part of a cause that you care about.

- Volunteer Terrace
- Smithers Community Services Association
- Prince Rupert Special Events Society

Connect to your community

Learn more about religious organizations in your community.

- Terrace places of worship
- Smithers places of worship
- Prince Rupert places of worship

Fitness & recreation

Balance your study with outdoor and indoor recreational activities. Go to **Visit Terrace** to find out about skiing, hiking, fishing, camping, and mountain biking.

At the Terrace campus, we offer memberships for students to our fitness space (currently under construction).

Visit **fitness & recreation** for a list of fitness activities in your community. Check out the community resources below:

- Terrace indoor recreation
- Terrace outdoor recreation
- Terrace parks & recreation
- Smithers fitness amenities
- Smithers outdoor adventures
- Prince Rupert recreation facilities
- Prince Rupert active living

Leaders in Action

Leaders in Action are student volunteers who help with campus social events, sporting and cultural activities. They also lead campus tours and help with orientation.

- Meet new people
- Experience new things
- Develop new skills
- Learn about your community
- Network with community leaders
- Earn a great reference

For more information visit our website.





Canadian culture

What does it mean to be Canadian?

Refer to the **Canada Guide** for resources on living the Canadian life, including information on:

- Social issues
- Traditions
- Art & culture
- Sports
- Manners & etiquette
- Religion
- Pop culture

Cultural adjustment

Studying abroad may have you feeling nervous, unsure or homesick. If you need support email international@coastmountaincollege.ca.

Equity

Equity relates to a person's gender, race, religious beliefs and sexuality. Coast Mountain College provides you with learning and working environments free from all harassment and prejudice. We do not tolerate discrimination, harassment or behaviour that undermines your dignity, self-esteem and productivity. Read our Harassment & Discrimination policy.

Those who harass or discriminate will be subject to disciplinary action. This includes suspension, dismissal or expulsion from the College, and penalties under the **BC Human Rights Act**.

Indigenous culture

We honour and support the rich cultural traditions of Indigenous people in the Northwest.

Our Terrace and Prince Rupert campuses are located on the traditional territories of the Tsimshian people. Our Smithers campus is on the traditional territory of the Wet'suwet'en people.

In partnership with our First Nations Council and Indigenous communities, Coast Mountain College develops programs connected to the cultural, social, political and economic values of these communities.

At our Terrace campus the Waap Galts'ap Community House features world-class art and carvings created by instructors and graduates of the Freda Diesing School of Northwest Coast Art. Coast Mountain College is the only school campus in Canada that has a traditional longhouse. Visit the Waap Galts'ap Community House for an introduction to Tsimshian culture.

More information:

- Coast Mountain College Indigenous resources
- Government of Canada Indigenous peoples and cultures





Let us help

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