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As one of Canada's largest English language schools, the English Language Program (ELP) has enjoyed an international reputation for excellence in language training for over 50 years. You will have an opportunity to meet students from all over the world and study English in a dynamic, challenging and engaging environment.

This handbook is your guide to making the most of your time at the ELP. On behalf of ELP staff and instructors, we hope your stay with us will be a successful and enjoyable one.

CONTACT US
252 Bloor St. West, Suite 4-106
Toronto, Ontario, Canada M5S 1V6

- t: 416.978.5104
- f: 416.971.2839
- e: learn.english@utoronto.ca
- w: learn.english.utoronto.ca

OFFICE HOURS
Monday to Friday
8:30am - 5:30pm
You will receive your TCard letter within your first week of classes. This letter will help you gain access to resources at the English Language Program and the University of Toronto.

**SAMPLE TCARD LETTER**

As a School of Continuing Studies student, you are eligible to obtain a University of Toronto TCard. The TCard is your permanent University of Toronto photo ID card. It provides identification for campus activities, services, and facility access, including the Library. The TCard also provides users the option to carry cash value in the computer chip, allowing the card to be used to purchase photocopies and computer printing at several locations on the University of Toronto campuses.

To obtain your card, you must bring this letter along with **one piece of government issued photo identification** to one of the following TCard Office location:

**TCard Office at St. George Campus**
Koffler Student Services Centre, 1st floor
214 College Street, Toronto

For more information on the TCard office (hours of operation, location, etc.), please visit [http://tcard.utoronto.ca/](http://tcard.utoronto.ca/)

**As a Continuing Studies student you can activate your UTORid and get WIFI connected.**

Your UTORid (University of Toronto ID) and password gives you access to some of U of T’s online services such as email and the campus computer network.

**SCS Student Number:** X123456
**Full Name:** Terry Lee
**Secret Activation Key:** qwertyui
**UTORid:** TERRY12
**Library Barcode:** 123456789012

Please go to [https://www.utorid.utoronto.ca](https://www.utorid.utoronto.ca) and follow the instructions to complete the activation process.

Access to all University of Toronto services will be suspended on: Dec 31, 2017. This usually corresponds with the last day of your SCS course.

Security: You are responsible for the security of your UTORid. Keep this information in a safe place to prevent unauthorized access.
GETTING STARTED AT THE ENGLISH LANGUAGE PROGRAM

STUDENT ID CARD (TCARD)

To get your student ID card (TCard), visit the TCard office in the Koffler Student Services Centre, 214 College Street.

• Bring your TCard letter (distributed in class) and your passport.
• Your TCard is free (if lost, a replacement will cost $12).
• Returning students with an existing TCard will automatically have their access and privileges extended.
• Your TCard is both your student card and your library card. It is used throughout the University as proof that you are a student.
• For more information, go to tcard.utoronto.ca

TCARD OFFICE HOURS

St. George Campus
Monday: 9:00am - 5:00pm
Tuesday: 9:00am - 6:00pm
Wednesday: 9:00am - 5:00pm
Thursday: 9:00am - 5:00pm
Friday: 9:00am - 5:00pm
Saturday: CLOSED
Sunday: CLOSED

ACTIVATE YOUR UTORID

It is important to activate your UTORid in order to access the U of T WIFI network, email and resources across campus.

1. Go online to: utorid.utoronto.ca and click on “activate” on the left side of the screen.
2. Enter your information:
   UTORid (you can find your UTORid on your TCard authorization letter);
   Secret Activation Key (this is a temporary password you can find on your TCard letter).
3. Click on “validate” and follow the steps to create a new password.
4. Enter a new password.

UTORONTO EMAIL ACCOUNT

After activating your UTORid, access to your University of Toronto email account will be granted.

w: weblogin.utoronto.ca

• Log in with your UTORid and password.
• Please note, this email account will expire once you have completed your studies at the English Language Program.
GET TO KNOW THE ENGLISH LANGUAGE PROGRAM

THE MAIN OFFICE (ROOM 4-106)
Located in suite 4-106 of the OISE building, (252 Bloor St. West) the main office assists students with class inquiries, and student services.

4TH-FLOOR LOBBY
The 4th-floor lobby is located across the hallway from the main office. This is a place for students to snack, study and socialize. Weekly social activities are posted on a large whiteboard in the 4th-floor lobby and the majority of social activities at the school meet here. Additional student services and course specific information can be found on the bulletin boards in this space.

WIRELESS INTERNET (UOFT)
If you have a laptop, smartphone, or tablet, you can access the University’s wireless network (UofT) across campus.

In order to access the wireless network, you must first activate your UTORid (see page 5). Verify your UTORid and password at utorid.utoronto.ca if necessary.

To access the UofT wireless network, follow these steps:
1. Find the “UofT” network in your WiFi settings and click connect.
2. Enter your UTORid and password.
3. Some steps may vary depending upon the device software (Windows, Mac OS X, Android, iOS). Visit [wireless.utoronto.ca] for step by step instructions, specific to your device.

IMPORTANT: If you encounter any problems with accessing the wireless network, you can visit the ELP Office. If you need to update your UTORid login credentials (forget password) you will need to visit the Information Commons Desk at Robarts Library:

Robarts Library, 1st Floor
130 St. George St.
t: 416.978.HELP (4357)
The Computer Lab is open Monday to Friday from 8:45am to 5:30pm. Please note the following guidelines:

- You cannot download software onto these computers.
- Personal documents must be saved to a USB drive. Information saved to the computer hard drive will be automatically deleted.
- You must provide your own paper for printing.

Please report any computer problems to the ELP Office (Room 4-106) immediately.

**NOTE:** The Computer Room may be closed from time to time due to class workshops or level testing.

**MULTI-FAITH PRAYER ROOM (ROOM 4-409)**

This is a shared space that students can access anytime during business hours for quiet prayer. As this is a shared space, please be sure to keep this area clean and notify the ELP Office if there are any problems.

**INSTRUCTOR’S ROOM (ROOM 4-154)**

If you are looking for your teacher outside of class time, you can visit the Instructor’s Room in room 4-154. Knock on the door and someone will assist you.

**LOST AND FOUND**

If you have lost or misplaced personal property at the school, please visit the mail room on the concourse level. If you have lost something valuable, be sure to notify the ELP Office right away.
## SOCIAL MEDIA

Connect with us through the following social media platforms.

### FACEBOOK
Updated on a daily basis, our facebook page is our most active social media platform. “Like” us to receive regular updates. Check out photos from recent social activities, receive information on special offers and contests, and connect with fellow students.

### INSTAGRAM
View and share photos from your experience at the ELP through our instagram page. Share a picture with the ELP community by using the hashtag #UofTELp.

### TWITTER
Find out what’s happening at the ELP with bite-sized, 140 character updates. Get in touch with us directly by tweeting at us @elpscsuoft.

### YOUTUBE
Check out videos of recent ELP activities, trips and student contests. Subscribe to our channel to receive updates at youtube.com/uoftelp.

### @ELP BLOG
Find out more about the activities, accomplishments and academics at the ELP (learn.english.utoronto.ca/blog).
CULTURAL ASSISTANTS (CA)

Cultural Assistants (CAs) are University of Toronto students who show you life on campus and in the city. CAs attend and lead all social activities at the school. When arriving for a scheduled activity, check in with a CA and they will provide you with any necessary directions, information, or admission tickets.

Do you have a special request for an event or activity you would like to see offered at the English Language Program? Share your ideas with a Cultural Assistant and they will do their best to add it to our upcoming activities.
SOCIAL ACTIVITIES
We offer many activities, trips and special events designed to help students practice their English, meet new people and have fun!

Social activity calendars are released on a monthly basis, with activities offered nearly every day of the week. These calendars are posted in the 4th-floor lobby, and are available online at:
www.english.learn.utoronto.ca/student-life

TICKET SELLING
Tickets can be purchased for events in the ELP Office every Tuesday, Wednesday, Thursday, and Friday from 12:30 - 1:30pm. Spaces are limited for all events so make sure you buy your tickets in advance. Cash only.

ACTIVITIES WE OFFER
• Niagara Falls Day Trip
• Bowling Night
• Ice Skating
• CN Tower
• Movie Night
• Snowboarding/Skiing Day Trips
• Algonquin Park Day Trip
• Royal Ontario Museum
• Art Gallery of Ontario
• Bata Shoe Museum
• Toronto Raptors Basketball
• Toronto Blue Jays Baseball
• Camping Trips
• Historic Casa Loma
• Toronto Island BBQ
• Canada’s Wonderland
• Boat Cruise Party
• Live Jazz Night
• Karaoke Night
• Music Night
• ...and more!
STUDENT CLUBS
Student Clubs are led by ELP Cultural Assistants and allow students the opportunity to learn a new instrument, play sports, or visit a new and unique part of Toronto. Clubs will meet at different times of the week, depending upon the season and time of year. For up to date information, check the bulletin board in the 4th-floor lobby.

MUSIC CLUB
Learn to play a new instrument with help from one of our Cultural Assistants, or put your expertise to work by teaching a fellow student. Acoustic guitars and keyboards are available to use, free of charge!

SPORTS CLUB
Sports Club offers students the opportunity to play casual games of soccer, hockey, softball, basketball, tennis, and badminton at locations around Toronto. Sporting equipment such as soccer balls, softball gloves, tennis rackets and more are available to use, free of charge.
ADVANCE WITH
THE ENGLISH LANGUAGE PROGRAM

VOLUNTEER
Volunteering gives students the opportunity to volunteer at charitable organizations in Toronto. By volunteering, students provide valuable support to charitable organizations in need and will gain new skills, practice speaking English, and meet new people.

Upon completion of 20 hours of volunteer work, students can request a reference letter that summarizes their volunteer contributions. Reference letters can be useful when applying to academic programs, or when seeking internships or jobs in Canada and elsewhere.

HOW TO VOLUNTEER
Get involved in volunteer activities by attending the weekly meetings every Wednesday at 5:15pm. Check the activities calendar to find out the meeting room or visit us in the main office.

At volunteer meetings, you can sign up for upcoming events, check your volunteer hours, or a reference letter or certificate.

w: english.learn.utoronto.ca/student-life/volunteer

ORGANIZATIONS WE VOLUNTEER WITH
• ALS Canada
• Beaches International Jazz Festival
• The Canadian Breast Cancer Foundation
• The Canadian Diabetes Association
• Dusk Dances Festival
• Foodshare Toronto
• The Friends of Fort York
• Goodlife Marathon
• Harbourfront Toronto
• The Japanese Canadian Cultural Centre
• The Jays Care Foundation
• Luminato Festival of Arts
• Open Doors Toronto
• The Scott Mission
• Sporting Life 10k
• SummerWorks Theatre Festival
• Toronto Blues Festival
• Toronto Fringe Festival
• Waterfront Blues Festival
• United Way
• ...and more!
@ELP STUDENT MAGAZINE AND BLOG

Our student magazine, @elp, is published twice per year in April and September. It is available for free from the ELP Office, and online at the ELP website.

HOW TO GET INVOLVED

Do you want to become a published writer, practice your English or show your school spirit? If so, you should contribute to the next issue of @elp and the @elp Blog!

You can contribute to @elp by writing an article, poem, recipe, story, or film review; submit photos and art; or even share your experiences, ideas or culture. Review archived issues of our student magazines to see what has been featured in the past. We accept articles of all shapes and sizes!

To submit articles for the next issue of @elp, or to find out more information, send us an e-mail:

e: learn.english@utoronto.ca

ACCESS PAST ISSUES OF @ELP

Discover the achievements of former ELP students by peeking into past issues of our student magazine. Past issues of our current magazine @elp, and our former magazine, World of Words (WOW), can be found at the following website:

w: english.learn.utoronto.ca/student-life/elp-magazine
UNIVERSITY AND COLLEGE APPLICATION SUPPORT

University and College Application Support offers ongoing support and assistance to students interested in applying for university or college.

ONE-ON-ONE APPLICATION SUPPORT

One-on-one application support with an ELP staff member is available to students that have questions regarding their CV/resume, personal statement or application related documents. Staff members are available to meet students each week. For more information regarding this service, or to book an appointment, visit us in the main office.

WORKSHOPS

Information session workshops are available during application season. For more information, check the Application Support board in the 4th-floor lobby or visit us in the main office. Workshop topics include:

- Applying to University - Undergraduate Level
- Applying to University - Graduate Level
- Resume Writing
- Writing a Personal Statement

w: english.learn.utoronto.ca/student-life/university-application-program/
ANNUAL UNIVERSITY FAIR
Each Fall, the ELP hosts representatives from colleges and universities around Ontario. These representatives are available to speak to students about admissions to undergraduate, graduate, or college diploma programs. For information on upcoming events, visit the main office.

STUDENT SUCCESS STORIES
We take pride in celebrating the success stories of students at the ELP. Success stories are featured each session in print, and online through our student magazine, @elp. Have you been accepted to a university or college program after studying at the ELP? Drop by the main office to be featured as our next success story!

IMPORTANT TIPS
• **Know the application deadlines and dates.** There are no exceptions for submitting late documents when applying to university and college programs. Be sure to take note of all important application dates.

• **Attend the available workshops.** Learn important information regarding resume writing and personal statements at our workshops and ask questions of our staff.

• **Know the university/college requirements.** Certain universities and colleges have higher academic requirements than others. It’s important to know the requirements, and to ensure you meet or exceed these requirements. To avoid disappointment, set realistic expectations.

• **Have a back-up plan.** It’s always a good idea to apply to more than one university/college. You should consider other options in case you are not admitted to your first choice.
GET TO KNOW THE UNIVERSITY OF TORONTO

LIBRARIES

The U of T library system is the largest of its kind in Canada, and the third largest in North America. With your TCard, you can gain access to all U of T libraries.

Check library.utoronto.ca for a full directory of libraries at U of T. Check their opening hours and make sure to bring your TCard!

Robarts Library is the most popular choice for ELP students.

• Study in the public areas of the library.
• Use computer terminals.
• Print, scan and photocopy documents by placing money on the cash chip of your TCard.
• Browse the Robarts’ collection and even borrow books. You can borrow up to 20 books at a time, but you must return them after 2 weeks, or face a fine.
• Borrow films and CDs from the Media Commons audiovisual library on the 3rd floor.

ATHLETIC CENTRE/ GOLDRING CENTRE

t: 416.978.3436
w: physical.utoronto.ca

COST: $96.00 (plus HST) per month or $320.00 (plus HST) for 4 months

With one membership, you can enjoy access to two athletic facilities on campus: the Athletic Centre and the Goldring Centre. Your membership includes access to an Olympic-size swimming pool and indoor basketball, squash and tennis courts.

To join the Athletic Centre, bring your Confirmation of Registration and your TCard to the membership registration desk.

HART HOUSE FITNESS CENTRE

t: 416.978.2452
w: harthouse.utoronto.ca

COST: $102.09 (plus HST) per month or $182.69 (plus HST) for 4 months

Hart House is an athletics and cultural centre located just five minutes from the ELP. Its fitness wing features a pool, indoor track, three squash courts, a dance studio and gymnasium. You can also watch a play at Hart House Theatre, listen to jazz in the Arbor Room or even get a haircut!

To join Hart House, bring your Confirmation of Registration and your TCard to the membership registration desk on the 1st floor.
The School of Continuing Studies (SCS) can assist with course inquiries and registration. You can also find out more information about the wide range of part-time courses offered by SCS.

The Centre for International Experience (CIE) offers a wide variety of services and activities for international students studying at U of T (for example, visa counselling).

Enrolment Services can help you if you are interested in applying to undergraduate programs at U of T.

If there is a big snow storm or another major emergency, be sure to call the Snow Line, or visit the U of T website (utoronto.ca) to check if classes are affected.
GET TO KNOW THE UNIVERSITY OF TORONTO

MULTI-FAITH CENTRE
569 Spadina Ave.
w: studentlife.utoronto.ca/mf

The Multi-Faith Centre offers space for spiritual practice and access to campus chaplains.

FAMILY CARE OFFICE
214 College Street (Main Floor)
w: familycare.utoronto.ca

The Family Care Office offers support to students with family responsibilities including peer support, childcare information, parenting advice, elder care resources and more.

ANTI-RACISM AND CULTURAL DIVERSITY OFFICE
215 Huron Street, Room 603
w: antiracism.utoronto.ca

This office offers programming, information, advice and confidential process for handling complaints of harassment or discrimination based on race, ancestry, place of origin, colour, ethnic origin, citizenship or religion.

VARSITY SPORTS
416.978.3443
w: varsityblues.ca

Show your school spirit by cheering on U of T’s athletes!

SEXUAL HARASSMENT OFFICE
215 Huron Street, 6th Floor, Suite 603
t: 416-978-3908
w: sho.utoronto.ca

The Sexual Harassment Office provides information, advice, and a confidential process for handling complaints of harassment based on sex, sexual orientation, gender identity, or gender expression.

SEXUAL AND GENDER DIVERSITY OFFICE
21 Sussex Avenue, Suite 416-417
t: 416-946-5624
w: sgdo.utoronto.ca

Provides education and support on issues of sexual and gender diversity, working to address discrimination and facilitate connections for lesbian, gay, bisexual, transexual, or queer students, staff and faculty.

NONA MACDONALD VISITOR’S CENTRE
25 King's College Circle
t: 416-978-5000
w: future.utoronto.ca

An excellent source of information about the University. You can find pamphlets, brochures and posters, as well as sign up for a free campus tour.
VISA AND STUDY PERMIT ADVISING

VISA COUNSELLING

The Centre for International Experience (CIE), located at 33 St. George St, provides student advising on visa and study permit application and extension.

The Student Advising Office is open Monday to Friday, (9:00am - 5:00pm, by appointment only).

e: cie.information@utoronto.ca

Be sure to include the following information in your email:

- **Full name** (first and last)
- **Program of study** (English Language Program, University of Toronto School of Continuing Studies)
- **Student Number**
- **Contact phone number**
- **Reason for appointment**

It is very important that you have a valid visa (and/or study permit) while you study at the ELP. Carefully check the expiry date of your permit/visa and be sure to extend it sooner, rather than later.

For more detailed information on visas and immigration visit:

**Citizenship and Immigration Canada (CIC)**

t: 1.888.242.2100
w: cic.gc.ca

IMPORTANT:

The ELP and its staff do not act as legal representatives for any immigration and visa-related matters. Students should visit the CIE at the University to get help with their visa or study permit application process.

VISA TIPS:

- **Extend early.** If your visa is expiring soon (less than 2 months), begin the extension application immediately.
- **Know the rules.** There are many rules, policies, applications and even permits that students need to be aware of. It’s essential to understand the rules that apply to you.
- **Ask for help if you need it.** Make an appointment at the Centre for International Experience to discuss the problem or contact Citizenship and Immigration Canada (CIC).
- **Check the expiry date of your passport.** Citizenship and Immigration Canada cannot extend documents beyond the expiry date of your passport. Ensure that your passport is valid before applying for a visa, permit extension or change of status.
HEALTH
AND WELLNESS

GUARD.ME HEALTH INSURANCE
300 John Street, Suite 405
Thornhill, Ontario
t: 905.731.8140
w: guard.me

If you have registered and paid for health insurance with the ELP, you will be covered by ‘Guard.Me’ during your enrolment period. Health Insurance policy cards are handed out in class during the first week. Your insurance card contains an important policy number along with other essential information.

The Guard.Me health insurance plan covers emergency health conditions that first occur after your coverage period begins. Guard.Me insurance will not cover routine doctor’s visits, or treatments.

ELP students that are citizens or permanent residents of Canada and have provincial health insurance (for example, OHIP) are eligible for a refund of their health insurance fee. Requests for refunds should be done within the first week of class in the main office.

GUARD.ME CLAIM FORMS

If you have paid for prescribed medication, or medical attention, you will need to complete a claim form in order to process a reimbursement. You must complete the form yourself and send the original receipts to the insurance company. Claim forms are available online [guard.me], or in the main office.

ADDITIONAL HEALTH INSURANCE AND INSURANCE FOR DEPENDANTS

We recommend that you buy “gap” health insurance for the period between your courses or at the end of your course if you plan to stay in Toronto. You may also wish to purchase health insurance for your dependants (spouse, children) for the duration of your study period. If you need to purchase ‘gap insurance’ or insurance for your dependants, please register in the main office.

MEDICAL EMERGENCIES

In case of a medical emergency, call 911. A medical emergency is a serious injury or illness requiring immediate medical attention.

UNIVERSITY OF TORONTO HEALTH SERVICES
Koffler Student Services Centre
214 College St. 2nd floor
t: 416.978.8030
w: studentlife.utoronto.ca/hwc

Students can visit U of T Health Services to see a walk-in doctor at the Koffler Student Services Centre. You can use your Guard. Me health insurance card to get access to the U of T health clinic services. U of T Health Services provides general medical health care, as well as psychiatric support and counselling.
COUNSELLING AND PSYCHOLOGICAL SERVICES
Koffler Student Services Centre
214 College St. Room 111
t: 416.978.8070

Counselling and Psychological Services offers students short-term individual counselling, psychotherapy, workshops, and psychiatric medication services.

ALTERNATIVE WALK-IN CLINICS

If you have a health concern that is not an emergency, you can visit a ‘walk-in clinic’ to see a doctor. The following walk-in clinics are meant as suggestions only. For a comprehensive list of walk-in clinics available around Toronto, or to find a clinic close to you, visit:

w: health.gov.on.ca

DOWNTOWN DOCTORS
WALK-IN MEDICAL CENTRE
720 Spadina Ave, Suite 418
t: 416.929.1530

COLLEGE CARE WALK-IN CLINIC
351 College St.
t: 416.915.9285

BAY COLLEGE MEDICAL
790 Bay St, Suite 108
t: 416.929.1900

APPLETREE MEDICAL GROUP
275 Dundas St. West
t: 647.722.2370

HOW TO FIND A FAMILY DOCTOR

You can register with a local doctor and make an appointment by visiting [cpsno.on.ca]. Click on ‘Doctor Search’ and search by gender, language and location. Click on a doctor listed and a profile will show you if they are accepting new patients and which languages are spoken. You will have to pay for the visit and any medication the doctor prescribes. Be sure to keep all receipts and fill out a claim form to be reimbursed through Guard.Me health insurance.

TELEHEALTH ONTARIO
t: 416.929.1900

If you have a health concern that is not an emergency, you can call Telehealth Ontario, a free and confidential phone service where you can get health advice or general health information from a registered nurse.

ADDITIONAL MEDICAL RESOURCES

Visit us in the main office for information on dentists, opticians, psychologists, or other medical practitioners in Toronto.

ACCESSIBILITY SERVICES

Students with disabilities should visit the main office for support with academic accommodations.
There are many housing options available to ELP students. From living with a Canadian host family, renting an apartment, to on-campus residence (during the summer months), to alternative residence options around Toronto.

STUDENT HOMESTAY SERVICES (SHS)
497 Oriole Parkway
t: 416.480.0678
w: homestayservices.ca

If you are interested in living with a Canadian host family, visit the SHS website to find application forms, and monthly rates. They will use the information you provide to find a suitable host family for you. Students can request meetings with representatives from Student Homestay Services by visiting the main office.

IMPORTANT: If any problems arise at your homestay placement, make sure to contact Student Homestay Services and the main office immediately.

HOMESTAY.COM
w: homestay.com

Homestay.com is an accommodation marketplace that connects guests to local hosts in over 150 countries. Their hosts are at the heart of a homestay, offering the chance to live and breathe the local culture, to make friends as well as memories and to explore destinations in a truly authentic way.

AIRBNB
w: airbnb.com

Airbnb is a community marketplace where people list, discover and book unique accommodations around the world. Airbnb is ideal for temporary, short-term rentals (it tends to be more expensive for long-term stays).
RENTING AN APARTMENT
To rent an apartment in Toronto, landlords typically require a long-term commitment (12 months) and payment for the first and last months’ rent. It’s important to always visit an apartment before signing a lease or transferring payment.

For advice or common practices, as well as rules and regulations, please visit the ELP Office.

To search for available apartments in Toronto, the following websites can help:
- gottarent.com
- rentseeker.ca
- 4rent.ca
- viewit.ca

OFF-CAMPUS RESIDENCE OPTIONS
There are a number of residence facilities in downtown Toronto that are not owned or operated by the University of Toronto. These residences vary in location, facilities, and cost. The residence facilities are all located close to campus and all are easily accessible by TTC. They operate like many U of T residences, offering single and double rooms, meal plans, kitchen facilities and gym facilities.

TARTU STUDENT RESIDENCE
310 Bloor Street West
t: 416.925.2295
w: tartuCollege.ca

Located steps away from the ELP, Tartu is a co-ed residence that offers single and double occupancy rooms. Please note, outside of the summer months, availability may be limited.

PARKSIDE STUDENT RESIDENCE
111 Carlton St.
t: 437.800.1490
w: live-parkside.com

Located near College and Yonge Street, Parkside Student Residence offers newly renovated suites, fully-furnished single and double occupancy rooms, as well as a fitness centre, and social lounge.
There are many options available to ELP students looking to open a bank account. Speak one-on-one with bank representatives to find an account that meets your needs and be sure to shop around.

**BANK OF CHINA**
396 Dundas St. West  
t: 416.971.8806  
w: www.bankofchina.com/ca/en/

**BMO FINANCIAL GROUP**
242 Bloor St. West  
t: 416.867.4663  
w: bmo.ca

**BNP PARIBAS**
155 Wellington St. West  
t: 416.365.9600  
w: bnpparibas.ca

**CIBC**
2 Bloor St. West  
t: 416.980.4430  
w: cibc.ca

**CITIBANK**
123 Front St. West  
t: 416.947.5500  
w: citibank.com

**HSBC BANK OF CANADA**
150 Bloor St. West  
t: 1.888.310.4722  
w: hsbc.ca

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**ICBC CANADA**
151 Yonge St.  
t: 416.607.2084  
w: icbk.ca

**NATIONAL BANK**
468 Dundas St. West  
t: 416.977.6812  
w: nbc.ca

**PRESIDENT’S CHOICE FINANCIAL**
60 Carlton St.  
t: 416.979.2366  
w: pcfinancial.ca

**RBC ROYAL BANK**
2 Bloor St. East  
t: 416.974.2746  
w: rbc.com

**SCOTIABANK**
332 Bloor St. West  
t: 416.515.2850  
w: scotiabank.ca

**TD CANADA TRUST**
77 Bloor St. West  
t: 416.944.4115  
w: tdcanadatrust.com
TRAVEL AND TRANSPORTATION

TORONTO TRANSIT COMMISSION (TTC)
t: 416.393.4636
w: ttc.ca

Subways, buses and streetcars in Toronto are owned and operated by the TTC. The TTC is the most cost effective way to travel around the city. Save money travelling on the TTC by purchasing weekly or monthly passes.

Please note that students studying at the ELP are not eligible for the discounted Post-Secondary Students Metropass. For more information, visit the main office.

The OISE Building, in which the ELP is located, has direct underground access to the St. George subway station. A subway entrance is located on the concourse (“C”) level of the OISE Building.

For more information on TTC routes, maps, and schedules, be sure to check the TTC website listed above.

ISX CANADA
901 Yonge Street, Suite 202
t: 416.920.9997
w: isx.ca

ISX offers affordable 3-day and 4-day “all-inclusive” packaged trips to Ottawa, Quebec and the United States. This is a cheap and comfortable way to travel and meet other international students along the way!

TRAVEL OPTIONS

MOTOR COACH (BUS)

Book your ticket in-person at the Toronto Coach Terminal (Bay and Dundas St.). Remember to use your TCard for student discounts.

TRAIN
w: viarail.ca

In Canada, taking the train is an expensive, but comfortable way to travel. We highly recommend it for long, scenic journeys. Be sure to ask for student fares when booking your ticket.

CAR

There are many options available if you are looking to rent a car. If you are staying within the city try Zipcar, Autoshare, or Car-2-Go. These are membership based car-share options. If you are booking a car for longer journeys, try Avis, Enterprise, Discount, Hertz or National Rental.

BIKE
w: bikesharetoronto.com

Toronto is a “bike friendly” city with specified bike lanes on main streets. For a quick and easy bike rental, try Bike Share Toronto or visit Bikechain at U of T (563 Spadina Crescent).
CAMPUS POLICE
t: 416.978.2222
w: campuspolice.utoronto.ca

The University of Toronto has its own police force and its own emergency line. Call them to report urgent on-campus matters such as theft, trespassing, suspicious persons, and excessive noise.

WALKSMART
t: 416.978.7233

Walksmart escorts are available at any time from any building on St. George Campus.

EMERGENCY TELEPHONES

Emergency telephones are available in the OISE Building at the elevators on each level of the building. These phones can be used to dial 911 for fire, medical or police emergencies, as well as OISE Security (416.978.3636) and Campus Police (416.978.2222).

FIRE PROCEDURE

In the event of a fire alarm, evacuate the building using the nearest fire exit (do not use the elevators) and leave the building completely. Do not re-enter the building until the alarm has stopped and re-entry has been announced.

DIAL 911

In the event of an emergency, you can contact police, fire and medical help by dialing 911 on your phone.

UNIVERSITY OF TORONTO EMERGENCY ALERTS
w: alert.utoronto.ca

A University of Toronto Emergency Alert allows the University to contact students and employees by phone during an emergency. If you would like to receive emergency messages on your phone, please follow the link posted above.

UNIVERSITY OF TORONTO COMMUNITY SAFETY OFFICE
t: 416.978.1485
w: communitysafety.utoronto.ca

The Community Safety Office responds to students, staff, and faculty members of the University of Toronto community who have personal safety concerns.

SMOKING POLICY

Smoking tobacco cigarettes or e-cigarettes is prohibited in all University buildings and classrooms. Students are free to smoke outside of buildings, but should do so away from main entrances.

ONTARIO PHOTO CARD
w. ontario.ca/government/ontario-photo-card

If you intend to study at the ELP for an extended period of time, you should consider getting an Ontario Photo Card. This is available from Service Ontario for a small fee and will allow you to provide official identification, without carrying around your passport.
The following policies are in place to ensure the equitable assessment of all English Language Program students. Furthermore, these policies, which may be developed or revised from time to time, aim to limit disruption to the teaching and learning environment.

WITHDRAWAL POLICY
Students must notify the ELP Office of their intention to withdraw as soon as possible. Requests to withdraw from a course must be made in writing. Please refer to the current registration form for a complete schedule of refunds.

Note: Refund payments are made to the original payors only. Refunds are not transferable.

TRANSFERS
Your full tuition can be transferred to any other session within one year of the original registration if you do not receive your study permit/visa in time for the course for which you have applied OR your plans change. Please submit written notice before the last date for refund (see the Schedule for Refunds chart).

COURSE CHANGE
You can change from one course to another if:

• The course you are registered for does not meet your needs or your plans change and;
• You speak with a Program Coordinator and get signed permission and;
• You do so by the last date for withdrawal with refund

PROFICIENCY TESTING
The first day of the term is dedicated to the placement testing of all new ELP students. The scores determine each student’s level and allow the main office to organize the students into classes. Please note that requests to move to other classes and/or level will only be considered in extenuating circumstances.

LEVEL PROGRESSION
Returning students from the previous one or two terms will be assessed and placed into levels based on final results from the previous session. Returning students with final results from a previous session should not participate in the Proficiency Testing in the beginning of the term (with the exception of English PLUS students who will be required to attend Proficiency Testing). Any student who has been away from Academic English two terms or more (six months or more) will be required to take a placement test.
ACADEMIC INTEGRITY

w: academicintegrity.utoronto.ca

The Office of Teaching Advancement has issued a series of publications on Student Rights & Responsibilities to assist students in identifying appropriate academic behaviour at the University of Toronto. These publications can be found on their website:

POLICY ON ATTENDANCE

In addition to meeting the academic requirements as set out by each of the courses, students must maintain a minimum attendance of 80% of all classes. Failure to do so will result in a student’s automatic failure in the course for which he or she is enrolled.

Should a student require an accommodation due to a legitimate reason, he/she should speak to the Coordinator in the main office. Students may find the need to leave Toronto for a period of time during their course. Students should consult with the Coordinator in the main office immediately to discuss how this may affect their overall attendance for that term and their possible options.

When students are late for class, the instructor will record it; three documented cases of lateness will result in one absence on the attendance sheet.

COURSE OUTLINES

The ELP Office establishes the course content and grading scheme of each of the courses. As such, course outlines are pre-determined and the course outlines will be reviewed by your instructor at the beginning of each course.

POLICY ON MISSING COURSEWORK OR ASSESSMENTS

Students are expected to be present for all assessments (including the final exam) and coursework as outlined in the course syllabus, including but not limited to class participation and presentations. Should health concerns or extenuating personal circumstances arise that may adversely affect performance, students should request accommodation from the Program Coordinator immediately (preferably two weeks before the assessment) with supporting documentation. Students who fail to communicate their request for an accommodation will receive an automatic zero for the assessment. If appropriate documentation has been received and approval is granted, the student will be informed of the next steps.
RELIGIOUS OBSERVANCES

The ELP abides by the University’s policy on Scheduling of Classes and Examination and Other Accommodations for Religious Observances. The ELP will make every effort to provide accommodations for students who observe religious holy days. Since religious observances are known in advance, it is the student’s responsibility to alert the instructor and to request accommodation. Typically, students should do so at the beginning of a program when the course deliverables are discussed. For a complete description of the policy, please refer to:

w: governingcouncil.utoronto.ca/policies/religious.htm

REQUEST FOR GRADE REVIEW

Upon receiving your Grade Report and/or Certificate, you may submit a Request for Grade Review form to the ELP Office should you believe there to be a grading discrepancy. You will be asked to justify your request in writing, citing specific examples on why you believe your request should be reviewed. All Grade Reviews will be administered by the ELP Office and the appropriate instructor will be consulted. In certain circumstances, an additional assessor may be asked to conduct an independent re-assessment. At the conclusion of the review, the ELP Office will inform you of the result.

PRIVACY POLICY: NOTICE OF COLLECTION

The University of Toronto respects your privacy. Personal information that you provide to the University is collected pursuant to section 2(14) of the University of Toronto Act, 1971. It is collected for the purpose of administering admissions, registrations, academic programs, university related student activities, activities of student societies, financial assistance and awards, graduation and university advancement, and for the purpose of statistical reporting to government. At all times it will be protected in accordance with the Freedom of Information and Protection of Privacy Act. If you have questions, please refer to [www.utoronto.ca/privacy] or contact the University Freedom of Information and Protection of Privacy Coordinator at 416.946.7303, McMurrich Building, room 201, 12 Queen’s Park Crescent Walk, Toronto, ON, M5S 1A8.

Published January 2017
The ELP is a place where students from all over the world come to study, learn and grow in a safe, cooperative and respectful environment. With this in mind, we want to share with you our Student Code of Conduct to remind you of how we can protect one another and our school from harm.

The ELP provides an atmosphere of diversity, dignity and equality. Students of the ELP are expected to behave in an appropriate manner. By registering in this program, students agree to abide by the ELP Student Code of Conduct and by all Canadian laws. The ELP has a right to hold students accountable for their behaviour and respond with consequences which may include the removal of students from the school.

PLAGIARISM

• Work submitted for assignments must be your own. If you are using the ideas of others in your written work please see information regarding plagiarism at [www.writing.utoronto.ca/advice/using-sources/how-not-to-plagiarize]

• Guidelines for properly citing your sources can be referenced at the ‘Writing at the University of Toronto’ website at [www.writing.utoronto.ca/advice/using-sources/documentation]

ACADEMIC BEHAVIOUR

Students are expected to contribute to a positive learning environment by:

• Not cheating, not plagiarizing, and by not helping another person to be dishonest.

• Speaking English at all times in the classroom, in the building, and around the University.

• Attending class, being on time, and by following classroom rules set by the instructors.

• Taking mid-class breaks only for the period set by the instructor.

• Participating in activities and completing all homework given by instructors.

• Avoiding disruptive behaviour in class, such as chatting and sleeping.

• Avoiding inappropriate use of technology in class such as talking on cell phones or texting.

• Informing instructors or ELP staff of serious concerns, issues, or problems.
SOCIAL BEHAVIOUR
Students are expected to behave in an appropriate manner towards other people by:

• Respecting and treating everyone fairly, regardless of race, religion, place of origin, colour, citizenship, gender, sexual orientation, age, marital status, or handicap.
• Not endangering the health or safety of another person.
• Not threatening another person with damage to his or her property.
• Not threatening another person verbally, physically or sexually.
• Not assaulting another person verbally, physically or sexually.

BEHAVIOUR TOWARDS PROPERTY
Students are expected to respect all property by:

• Not taking, destroying, defacing or damaging property belonging to the University of Toronto.
• Not taking, destroying, defacing or damaging property that is not her or his own.
• Putting all garbage in the appropriate garbage and recycling bins.
• Not smoking (including e-cigarettes), except in designated outdoor areas, and by discarding cigarette butts in ashtrays and appropriate receptacles.

STOP CAMPUS THEFT
Students should never leave valuables unattended while studying or attending classes at the University of Toronto.
INSTRUCTOR AND COURSE EVALUATIONS

It is the School’s and the ELP’s policy to conduct a formal instructor and course evaluation upon the completion of a course. The set of questions asked is meant to provide confidential feedback on the course content, organization, and the effectiveness of the instructor’s teaching. The data provides the ELP Office with the ability to refine and develop future programs. Please note that course evaluation results are released to instructors after final grades are approved and released to students.

The results of these evaluations are also used in determining the annual SCS Instructor Award for Excellence in Teaching, which recognizes an instructor’s extraordinary contribution to the School and its students.

STUDENT TESTIMONIALS

At the ELP, we love to hear feedback from current and former students. Share your experiences at the ELP by filling out a Student Testimonial Form. Forms are available online at the following link:

w: english.learn.utoronto.ca/student-life/former-students/

COMMON ACRONYMS AND ABBREVIATIONS

• AC Athletic Centre
• CA Cultural Assistant
• CIC Citizenship and Immigration Canada
• CIE Centre for International Experience
• CRA Canadian Revenue Agency
• ELP English Language Program
• HST Harmonized Sales Tax
• OISE Ontario Institute for Studies in Education
• OUAC Ontario Universities’ Application Centre
• SCS School of Continuing Studies
• SGS School of Graduate Studies
• SHS Student Homestay Services
• SAC Student Administrative Council
• SIN Social Insurance Number
• TRV Temporary Resident Visa
• TTC Toronto Transit Commission
• U of T University of Toronto
• UTORid UofT student ID code
• UTM University Toronto Mississauga
• UTHS U of T Housing Services
• UTSC University of Toronto Scarborough

Published January 2017
PREPARE FOR EXCELLENCE

The English Language Program at the University of Toronto can help you achieve your goals, whether you are studying to advance your career or your academics. We are committed to your success.

www.learn.english.utoronto.ca