

INTERNATIONAL STUDENT HANDBOOK



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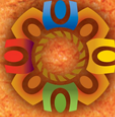
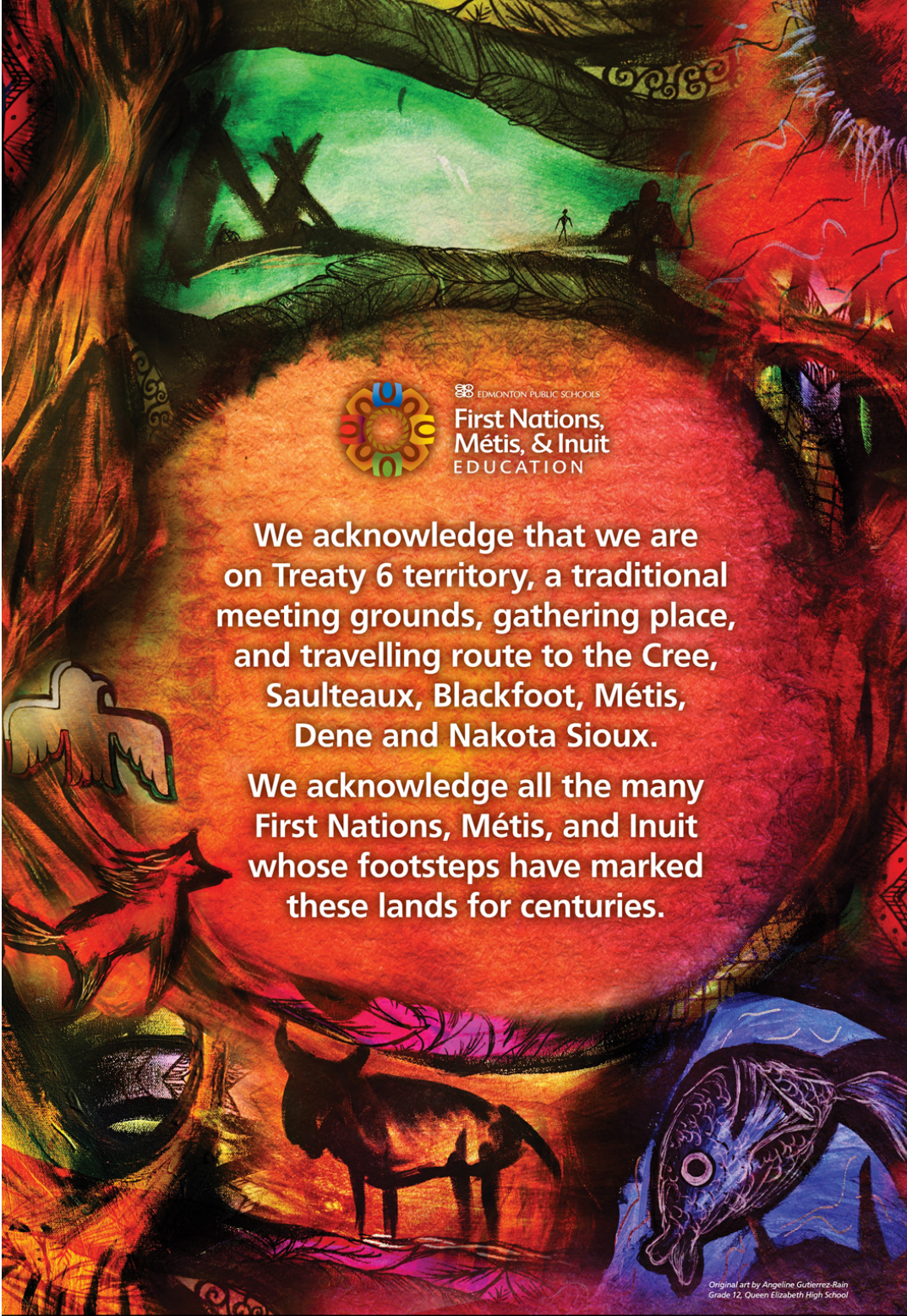
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Respectful Acknowledgement of Treaty 6 Territory



EDMONTON PUBLIC SCHOOLS
First Nations,
Métis, & Inuit
EDUCATION

We acknowledge that we are
on Treaty 6 territory, a traditional
meeting grounds, gathering place,
and travelling route to the Cree,
Saulteaux, Blackfoot, Métis,
Dene and Nakota Sioux.

We acknowledge all the many
First Nations, Métis, and Inuit
whose footsteps have marked
these lands for centuries.

Original art by Angeline Gutierrez-Rain
Grade 12, Queen Elizabeth High School

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Welcome to Edmonton Public Schools

Edmonton Public Schools' International Programs is excited to welcome you to Edmonton!

This handbook is designed for students accepted into the International Student Program to help them prepare for their program and offer information to assist them during their studies.

Please read through this handbook to ensure you understand the rules and policies of EPSB and International Programs. If you have questions that are not answered in this handbook, please contact International Programs at isp@epsb.ca or call 1-780-429-8249.

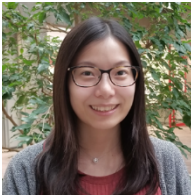
Meet our Team



Elizabeth Shen
Supervisor



Jhun Plaza
Administrative Assistant



Meguru Nakaya
International Programs Liaison



Christopher Jetté
International Student
Advisor

School Calendar

School calendars can be found on the following Edmonton Public School Board webpage:
<https://www.epsb.ca/calendars/printablecalendars/>

Calendars include spring, summer and winter break, holidays, first and last day of classes, PD days, days-in-lieu and Board-approved non-instructional days.

Schools with a modified calendar may have different PD days. Contact your school or browse your school's website for more information.



About Alberta and its Capital City, Edmonton



About Alberta

Alberta is the fourth-largest province in Canada and one of three Prairie Provinces. It is home to over 4.8 million people, two-thirds of whom reside in its two largest cities: Edmonton (the capital city) and Calgary. Compared to other provinces in Canada, Alberta has a high standard and low cost of living.

The Rocky Mountains are located along the province's western border, and forest covers more than half of it. Five national parks (Banff, Jasper, Elk Island, Waterton Lakes, Wood Buffalo) are located in Banff and Jasper National Parks, and glacier ice fields in Banff and Jasper National Parks help to fill the province's many lakes and rivers.

Learn more about Alberta by visiting the province's tourism website at www.travelalberta.com.



Photo Credits: the City of Edmonton

About Edmonton

Edmonton is the capital city of the western Canadian province of Alberta and is a beautiful, safe and secure urban community. The city of over 1 million people is rich with a variety of cultural and musical events and is widely known as Canada's festival city. Edmonton's river valley constitutes the longest stretch of connected urban parkland in North America, containing more

than 160 kilometres of maintained multi-use trails to enjoy on a leisurely stroll or bike ride. The city is within easy driving distance to the spectacular Rocky Mountains.

Learn more about Edmonton by visiting the city's website at www.edmonton.com.

Transportation

The Edmonton Transit System (ETS) serves the city of Edmonton's public transportation needs. ETS is the preferred means of transportation for division students. ETS bus passes can be purchased directly through the student's school each month. Bus passes can be used to ride on the city's buses and trains, including the LRT (Light Rail Transit).

Information about the Edmonton Transit System can be found online at www.takeets.com.



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Post-Secondary Options in Edmonton

International students who graduate high school are qualified to apply to universities, colleges and technical institutes in Alberta and most post-secondary institutions worldwide. School counsellors can advise international students on post-secondary study options.

Edmonton is home to many post-secondary institutions that offer a full range of training and educational options, including:

- University of Alberta (U of A)
- Northern Alberta Institute of Technology (NAIT)
- MacEwan University
- NorQuest College
- Concordia College
- King's University College

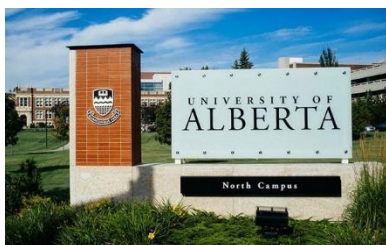


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Preparing for Your Program

Important Documents

Ensure that you bring the following documents with you to Canada:

- **Passport:** valid for the duration of your stay.
- **Study Permit Approval Letter:** If you require a Study Permit, you must show your approval letter from the Government of Canada Immigration Section to a Canada Border Services Officer at your point of entry into Canada, usually at the airport. A Study Permit will be issued to you upon your arrival in Canada following an examination by a Canada Border Services Agency officer.
- **Visa or Electronic Travel Authorization (eTA):** Depending on your nationality, ensure your visa is valid.
- **Letter of Acceptance** issued by International Programs
- **Receipt** issued by International Programs
- **Health Insurance Documents:** StudyInsured wallet health card.
 - Health cards are issued and delivered to the applicant approximately one month prior to the school start date.
 - Policy information and health card can be found in the student portal at <https://www.studyinsured.com/epsb>
 - Please check your email to see if you have received login information or this directly from Study Insured. If not, please contact isp@epsb.ca.
- **School Records:** Transcripts, report cards, and any relevant academic certificates for the most recent two years.
- **Custodianship Declaration Forms** (if applicable)
- **Flight Tickets and Itinerary:** Keep these handy during travel.
- **Canada Homestay Network Host Family Profile:** For those students staying with CHN.

Suggested Everyday Items:

Please note this is a general guideline on what to pack:

- **Clothing:**
 - Winter Wear: Warm coat, gloves, hats, scarves, and winter boots.
 - Casual Wear: Jeans, shorts, t-shirts, sweaters, and jackets.
- **Electronics:**
 - Laptop/Tablet: For schoolwork and communication.
 - Mobile Phone: With an international plan or a local SIM card.
 - Chargers and Adapters: For Canadian power outlets.
- **School Supplies:**
 - Backpack
 - Notebooks, pens, pencils, erasers, and highlighters.
- **Personal Care Items:**
 - Toiletries: Toothbrush, toothpaste, shampoo, conditioner, soap, etc.
 - Prescription Medications: Along with a doctor's note or prescription.

**Additional Tips:**

- Research the Weather: Edmonton has cold winters and mild summers. Be prepared for the seasons.
- Cultural Adaptation: Bring items reminding you of home to help with homesickness.
- Communication: Consider setting up an international calling plan or using internet-based communication tools to stay in touch with family and friends.
- Many items, such as school supplies and clothing, can be purchased after you arrive in Edmonton. Packing thoughtfully will help ensure a smooth transition and a successful study abroad experience.

Before Arrival (Important)

1. **E-mail your flight itinerary to International Programs** at isp@epsb.ca as soon as it has been confirmed. Failure to do so may cause delays in registration. Be sure to notify International Programs of the arrival date **before you arrive** in Edmonton.
 - a. If you are enrolled in the Canada Homestay Network (CHN), notify CHN staff of your arrival date.
2. After receipt of your flight itinerary, you will receive school registration instructions .
3. If your living arrangement or address changes before you arrive in Edmonton, notify the International Programs office at isp@epsb.ca.
4. It is advisable to arrive in Edmonton at least one week before commencing classes. However, students entering the Homestay program may not arrive earlier than one week before the first day of school.

Upon Arrival

1. **Ensure you receive your Study Permit at your first port of entry into Canada.** Have your Passport and Study Permit Approval Letter to show the airport border agent.
2. Confirm when your Study Permit expires. It is your responsibility to ensure you have a valid Study Permit while studying in Canada.
 - a. Canada requires some citizens from other countries to have a Temporary Resident Visa (TRV). Confirm the expiry date of your TRV.
3. Prepare documents for school registration (see below).
4. Plan transportation to and from your assigned school. Information about the Edmonton Transit System can be found online at www.takeets.com.

Registration

All students are required to submit an online registration form after arrival in Edmonton. Your academic programming will be finalized following an in-person registration at your school. Please note that our school division uses age-appropriate grading, and the final decision regarding grade placement will be made by the school administration upon registration.



To prepare for registration, please ensure the below documents are available in digital format for upload to the online Digital Student Registration Form.

Documents you will be required to upload to the form are as follows:

- Two proofs of address (Example: utility bill, phone bill, driver's license, etc.)
- Student Study Permit received at the Port of Entry
- Letter of Acceptance issued by International Programs

Documents to prepare that the school may request after the registration form is submitted:

- Receipt issued by International Programs
- Student Passport
- Student school transcripts (most recent)
- Custodianship Declaration Forms (if not accompanied by your natural parents)
- CHN Homestay Host Profile (if enrolled in the Canada Homestay Program)

After ISP is provided with an arrival date, detailed instructions will be emailed to complete the Digital Student Registration Form. Registration can only be completed after you arrive in Edmonton. If you are under 18, your natural parent, legal custodian, or CHN host parent (if you are enrolled in the Homestay program) must submit the form.

After submitting the Digital Student Registration Form, monitor the email used to submit the registration form for any additional communication from the school. Students may not attend their in-school appointments until the Digital Student Registration Form is submitted.

International Student Rules and Expectations

All students must sign and submit the Application Information & Policies document when applying to Edmonton Public Schools' International Student Program. EPS (Edmonton Public Schools) is committed to providing a safe learning environment for all our students. EPS has established expectations for appropriate behaviour and conduct. These expectations are clearly outlined in the Division's Student and Behavior Conduct Policy, available online at www.epsb.ca/schools/goingschool/studentconduct/expectations.

The policy explains students' rights and responsibilities and the consequences of inappropriate actions. All international students must adhere to these policies and regulations and commit to doing so when they apply to International Programs.



Policies of Edmonton Public Schools' International Student Program (Excerpt)

- Students are expected to observe Division and school rules, regulations and expectations. Students who fail to comply will be withdrawn from the ISP and required to return home.
- Students may not live alone during their studies in EPS.
- Once an international student has registered in a particular school, the student is expected to complete their school year at the school in which they have registered.
- Changing schools is not permitted. International Programs must organize any movement between schools and will only consider school changes under exceptional circumstances. This does not include a student change of address.
- EPS does not allow international students to drive motor vehicles nor work during the time they study in the ISP.
- The ISP is intended for international students who wish to attend a 'regular' academic program in EPS, are achieving at grade level, and are developmentally appropriate for their years and associated grade levels. The Division does not accept international students with special needs. Parental signatures are required (Applicant/Parent Commitment and Signatures Form), verifying that the student applicant does not require additional or specialized learning supports. Tuition fees must reflect the actual costs of programming. Under the Alberta School Act, school divisions cannot legally use any funds from resident student grants, to support programming of any kind, for international students - all costs of programming must be borne by the students' families.

Attendance

- You must attend all your classes. Skipping classes and poor attendance may result in dismissal from the program.
- If you are sick or unable to attend school, your parents, legal custodian, or Homestay parents must notify the school in advance.
- Ensure you are on time for your classes. Arriving late disrupts other students, and being late multiple times will affect your grades.
- Complete all your assignments and hand them in on time.
- Do not cheat or plagiarize. Presenting someone else's work as your own is not acceptable.

Safety During Your Program

When going out

- Plan your route - know how to get to your destination.
- Do not carry valuables - large sums of money, expensive jewellery, etc.
- Never accept rides from strangers.
- Keep your family and friends informed of where you are going, who you are with, and when you expect to return home.
- Know your surroundings and watch your personal belongings in public places.



- Respect your curfew - Do not stay out later than you are supposed to.
- In an emergency, phone 911 (Police, Fire, Ambulance).

At School

- Do not give or loan money to others.
- Do not give your locker combination to others.
- Do not smoke, vape, drink, or use drug substances of any kind
- Report bullying - tell a teacher or counsellor if you experience or witness bullying at school or online.
- Do not leave your belongings unattended.

Tips for Studying in Canada

- Don't be afraid to ask questions if you don't understand something. Teachers are there to teach!
- Make sure you understand the assignments you are given. Teachers are usually available before and after school for questions and extra help, or they may have "office hours" dedicated to answering student questions.
- If you miss classes, see the teacher the next day to find out what was missed.
- Hand in all assignments on the day they are due. If you cannot finish your assignment on time, talk to your teacher before it is due.
- If you miss any assignments, quizzes, or exams, see the teacher and ask if you can make them up.
- Organize your notes. Keep all handouts from your teachers.
- Get involved at school! There are many clubs, sports, and volunteer activities at your school. Speak with your student counsellor and ask what extra-curricular activities you can participate in. It is a great way to make new friends and practice your English.

Student School Email (share.epsb.ca) and Communication from International Programs

When students enrol at a school, they are given a school email address. The address ends in share.epsb.ca. International Programs sends important updates to students' share.epsb.ca email addresses, including information regarding pre-enrolment, program renewals, International Student group activities, and much more. School staff also contact students through this email.

Please monitor this email; important information will be shared throughout the year.



About Your Health Insurance Coverage

International Student Health Insurance coverage is mandatory for all international students applying to the International Student Program. The division requires this insurance to ensure that students are protected by health insurance while they study with Edmonton Public Schools. StudyInsured administers the health care insurance coverage, and the insurance carrier is Berkley Canada. The insurance plan covers eligible expenses for unforeseen and unexpected sicknesses or accidents and includes extras like prescription medication, emergency transportation, and coverage for field trips. Please see the Comprehensive+ Plan policy for a full list of benefits, limitations, and exclusions online at www.studyinsured.com/epsb.

studyinsured
BY INGLE INTERNATIONAL

- Students are not required to submit a separate application for health insurance to EPS; Edmonton Public Schools will submit student names and the period of insurance paid for each year to the insurer. A personalized wallet card with the student's policy information will be issued to the student's primary contact email.
- Medical insurance fees are required as part of the application process. A Letter of Acceptance will not be issued until health insurance fees are paid.
- If there is no agreement between the insurer and the medical provider, students are responsible for paying for medical services. Students must then file a claim with the insurance company. Please see the below "[Submitting a Claim](#)" for more information.
- Students are solely responsible for all medical expenses and other expenses that exceed the scope of their health care coverage.
- Students must bring their StudyInsured wallet card, photo ID, and a claim form to every healthcare facility. The claim form can be downloaded and printed at www.studyinsured.com/epsb.
- The health insurance is effective once students are registered with Edmonton Public Schools and have arrived in Canada, as per the policy dates listed on the wallet card issued to them by the insurance company. Coverage terminates when students withdraw from school or return home.

Submitting a Claim

Whenever you are required to pay for a medical service, make sure you gather all the documents required to submit a claim and be reimbursed. Notify StudyInsured™ Assistance within 48 hours if you:

- Need to be hospitalized for any reason
- Require surgery of any kind (including dental)
- Need an MRI or CT scan
- Need air transportation
- Need medical attention outside of Canada

If you need help submitting your claim, call StudyInsured™ Assistance at 1.866.883.9787 (toll-free in North America) or +1 416.640.7865 (from outside North America). For questions regarding the status of a submitted claim, call 1.866.883.9485 (toll-free in North America) or +1 416.640.7862 (from outside North America). You can also email studentclaims@studyinsured.com.

Quick Reference for Submitting a Claim

Source: <https://www.studyinsured.com/epsb/en/onlineclaim/how-to-submit-claim>

1. Gather all pertinent information. **Ask for a receipt every time** you pay for a medical service. The claim form you need is located [here](#).
 - a. Tip: Keep your receipts in a safe place. You must include them with your claim form if you want to be reimbursed.
2. Complete the form accurately and honestly. Fill out the claim form, including as much detail as possible. Include original copies of all invoices and receipts. If you are submitting your claim electronically, make copies and keep the originals in a safe place. Your insurer may ask to see them at a later date.
3. Submit your claim and wait for your cheque to arrive.
 - a. Online - <https://www.studyinsured.com/epsb/en/onlineclaim>
 - b. Email - Email your documents to studentclaims@studyinsured.com

For further information, exact coverage dates, fees and policy information, please consult our website's Student Health Care section at <http://internationalprograms.epsb.ca/admissions/studenthealthcare/>.

Canada Homestay Network (CHN)

Edmonton Public Schools partners with The Canada Homestay Network (CHN) to support international students who require Homestay services while attending EPS. Together, Edmonton Public Schools and CHN offer safe, caring Homestays so students will be well-supported during their program of studies in Edmonton. To support students in homestay, CHN Relationship Managers are available to assist students and their host families when and if needed. The CHN website can be accessed through the following link:

<https://canadahomestaynetwork.ca/partners-page/edmonton-public-schools/>

If students have questions related to their homestay, such as homestay fees, support in navigating concerns or challenges within their homestay, requests to travel, etc., they can contact CHN directly by email or phone.

CHN Contact Information

- All CHN Staff can be reached at the e-mail: help@canadahomestaynetwork.ca



- Homestay Emergency Line: In the event of a Homestay emergency situation, please call **1 (780) 328-6479** and **press “1”** to be connected to the Homestay Emergency Line.
- Write down and save the contact information for your CHN Relationship Manager and keep it with you in case you need to contact them.

Summer School for High School International Students

International students in high school who have been enrolled in the previous school year can ask about registering for Summer School with Metro Continuing Education. Summer School is available during a 3-week period in July.

A variety of Summer School courses are available at all levels (10, 20, 30) including 5-credit and 3-credit academic courses (ESL, English, Social Studies, Sciences, CALM, etc), as well as Art and Physical Education.

Registration for Summer School opens in Spring. International students must pay separate international tuition fees for Summer School courses. International students may not register online for Summer School and must call Metro Continuing Education directly at 780-428-1111 to register.



For more information about Summer School for high school students, or to view a copy of the current Summer School brochure including tuition costs, visit the Metro Continuing Education website at: <https://www.metrocontinuingeducation.ca/summer-school/summer-high-school>.

Homestay for International Students Attending Summer School: If they are enrolling in Summer School, international students participating in the Homestay program may request to extend their Homestay services for 3 weeks in July. Homestay services will not be confirmed until the student has registered for Summer School and paid the fees.

International students in the Homestay program must depart for their home country at the end of Summer School; homestay services are not available in August.

Pre-enrolment and Renewing your International Student Program

Each spring, parents across the Division pre-enrol let schools know they would like their child to attend next year. Pre-enrolment helps families plan and allows schools to prepare based on the number of students expected to attend in the fall.

If an international student plans to continue studying in the International Student Program,

they must pay fees and submit a renewal application to International Programs before being able to participate in pre-enrolment. Instructions on how to renew will be sent to students' share.epsb.ca school email accounts in the fall term for those whose fees expire in January, and the winter term for those whose fees expire in June.

After tuition and health insurance fees are paid in full and a renewal application has been submitted and processed, a Letter of Acceptance and Receipt will be released to the submitter of the renewal application. These documents are required for Study Permit extension. Please ensure the Study Permit Extension application is completed as soon as possible. See the following IRCC webpage for more information:

<https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/extend-study-permit.html>.

International Programs will determine school placement if the student is entering junior high (grade 7) or high school (grade 10) in the following school year. Placements will depend on school capacity after resident students have been enrolled.

Please note that International Programs does not accommodate school transfer requests for students who will not be entering junior high or high school in the following school year.

Consent Form for International Student Activities



Photo Credits: International Programs Staff

Professional Development Days (PD Days) are days when students are not in school, but staff attend to improve their professional practice. These PD Day activities are opportunities for international students to get out and see different parts of Edmonton. They are free, optional opportunities for students to join and meet other international students and see the city.

Activities will occur on PD Days and potentially on weekends. Please consult the Division's Printable Calendars to determine those dates for a given school year. Dates, locations, and itineraries will be emailed to students and their parents/custodians. Students can attend as many or as few days as they choose, so long as space is available.

Detailed information about each activity will be sent to students via email (share.epsb.ca) approximately one month before the date. Students must respond to the email to participate.

If you have not signed the Consent Form for International Student Activities when applying to International Programs but would like to participate in these activities, please contact isp@epsb.ca.



Culture Shock

What is Culture Shock?

Culture shock is the disorientation experienced when someone moves to a cultural environment different from their own. For students studying abroad, this can be a significant challenge but also an opportunity to grow as a person. Culture shock consists of at least one of four distinct stages: honeymoon, negotiation, adjustment, and adaptation. Note that not all people experience the same kind of culture shock.

Stages of Culture Shock

1. Honeymoon Stage: Initial excitement and fascination with the new cultural environment. This stage usually lasts for a few weeks.
2. Negotiation Stage: After a few months, differences between one's own culture and the new culture are pronounced and may lead to feelings of frustration or anxiety. These cultural differences can include language barriers, different transportation methods, food, a new climate, and more. International students, in particular, may feel loneliness and pressure while adjusting to their new environment without the support of their parents and friends.
3. Adjustment stage: After some time, routines are developed, and one becomes familiar with the new culture. Everyday activities are no longer major problems. Skills are learned to adjust to or cope with cultural differences. The time it takes to adjust and the skills required differ depending on the person.
4. Adaptation/Acceptance Stage: Acceptance and integration into the new culture with a sense of belonging.

Recognizing Culture Shock

Researchers say that negative reactions to culture shock often occur between two and six months of living in a new culture. Here are some examples of culture shock:

- Feelings of homesickness and unfamiliarity with one's surroundings
- Frustration, stress, and anxiety related to differences in daily routines or social norms
- Physical symptoms such as headaches, fatigue, and digestive irregularities
- Difficulty concentrating and a drop in academic performance

Coping with Culture Shock and Tips to Succeed

- Stay connected: Maintain contact with friends and family back home, and connect with peers at your school.
- Learn about the host culture: Ask questions about social customs and norms to understand your new environment better. Talk to teachers, counsellors, peers, or, if you are enrolled in a homestay, your homestay family.



- Stay active: Engage in physical activities, join school clubs or volunteer opportunities, and participate in local events to stay busy and meet new people.
- Be open-minded: Commit to trying out new activities, new foods, and meeting new people. Welcome these experiences as they come.
- Make your own space: Decorate your room with items that remind you of home. Frame pictures of friends and family and place items on your desk that bring comfort. Edmonton has a wide range of cultures and communities; you may find a grocery store with snacks from your country that you can stuff in your drawer!

Culture shock affects everyone in different ways. It is important to recognize the stages of culture shock and find ways to cope with the many changes you will encounter during your time in Edmonton. Stay patient and ask for help when you need it!



FAQ (Frequently Asked Questions)

Can students choose the school they will attend?

Specific school placements for international students are not guaranteed. Final decisions regarding school access and placements for international students will be made solely by Edmonton Public Schools, depending on school capacities to accommodate.

What grade will students be placed in?

Our school division uses age-appropriate grading, and the final decision regarding grade placement will be made by the school administration upon registration.

Can the tuition be pro-rated on a monthly basis if the student can't stay exactly a semester or wants to stay longer than a semester?

International Programs does not allow partial payments. Tuition fees must be paid in full. Once payment is received for the student's program, a letter of acceptance is issued, which is used to apply for a study permit. A study permit is required for students applying to study for more than six months. A study permit is always recommended, as students may decide to stay for an additional semester of studies after they get here.

In the case of a minor, who assumes custodianship responsibilities?

Custodianship must be privately arranged for students who are under 18 and living in a private arrangement. Custodianship is available for students who participate in the Homestay program (The Canada Homestay Network assumes custodianship).

Is the student allowed to travel alone with parental and program permission?

For students in the Canada Homestay Network (CHN), overnight stays outside the family home are subject to the approval of the homestay parents and/or the student's Canadian guardians(s). Out-of-town travel with persons other than homestay family members is subject to the approval of the homestay parents and/or the guardian(s).

Does the school arrange medical insurance? Is it provincial or private insurance?

Edmonton Public Schools' International Programs has a mandatory private student health insurance plan. Letters of acceptance are not issued until health insurance fees are paid. Students are solely responsible for all medical and other expenses that exceed the scope of the health care coverage. Please see the following webpage for more information:

<https://www.studyinsured.com/epsb>.

What payment methods do you accept?

International Programs uses Flywire for all tuition payments. If you require further assistance with Flywire payments, please refer to their website at <https://help.flywire.com/hc/en-us>.

**Will the students get an insurance card or anything else that shows they are insured?**

Students receive a healthcare information package which includes a personalized wallet card along with their Letter of Acceptance. This is sent to your agent and/or your family member. Please check your email to see if you have received this from Study Insured directly. If not, please contact isp@epsb.ca. We will have it sent to your email.

Can students choose which doctor they want to see? Do they have to pay upfront and then apply for reimbursement? What about expensive bills like for hospital treatment?

Students may use whatever doctor they choose. In some but not all hospitals or clinics, students will pay up front for their medical treatment, and then submit a claim directly to the insurance company. Copies of the claim form, instructions for completing it, and a summary of benefits information are available at <https://www.studyinsured.com/epsb>.

Can a custodian pay the health care fees on the student's behalf and then receive the reimbursement cheque from the insurance company?

Yes, the custodian may pay the fees on the student's behalf, but be sure that the receipt for payment of fees is made out to the payer and that the insured's name (student's name) is included on the receipt.

Do you have an orientation week? If so, what dates?

International student orientations are provided at their schools, and CHN provides welcome orientations for students in Homestay. Before arrival in Edmonton, students must follow the steps outlined in their Welcome Letter to book a new student registration appointment at their school.

What day do you prefer the students to arrive?

The earliest arrival date for students in the Homestay program is one week before the first day of classes. It is recommended that students not in the Homestay program also arrive approximately one week before classes start.

Do you offer French classes? Can an international student take a French class if they have never taken French before?

Yes, French as a course is available in most high schools. Please note that students may need prior language knowledge to enrol in French. Students can talk with their school counsellor at registration to receive more information.

Can students choose the classes they would like to take?

Students can largely choose the courses they would like to take, provided the courses they want are available within their timetables, and they have the prerequisites.

**When will the students have vacations? Can you provide us with a school year calendar?**

Holiday periods include a two-week break from the middle of December to the beginning of January, a one-week break from the end of March to the beginning of April, and a summer break during the months of July and August. For exact dates, you can access school year calendars on the EPS website: <https://www.epsb.ca/calendars/printablecalendars/>

Does the program arrange any extracurricular trips or outings?

Yes, the schools often organize field trips. These are also occasionally organized by Homestay families.

International Programs organize activities throughout the year for the students whose parents have signed our consent form. Please review the [Consent Form for International Student Activities](#) section in this handbook for more information.

What time does the school day begin/finish?

This varies with the school attended, but generally, the day begins between 8:00 and 8:30 a.m. and finishes between 3:00 and 3:30 p.m.

Does the school offer help with the legalization process required by the home schools of Brazilian, Colombian, Mexican and Spanish students? If so, what help is offered? Is there any additional cost?

School report cards are validated by request only. The charge for this service is \$200 CAD, which includes all legal, embassy, and courier fees.

Note that in any Alberta school division, including Edmonton Public Schools, students need to complete course requirements to obtain credits—this process takes a minimum of five months (one semester).

Can I transfer schools after I arrive?

There are no school transfers once you have begun your program.

Does ISP accept walk-in appointments?

The quickest way to receive a response from ISP is by email. Please contact isp@epsb.ca to inquire about setting up an appointment, as we do not accept walk-in appointments.

What is pre-enrolment, and how do international students participate?

Please review the [Pre-enrolment and Renewing your International Student Program](#) section in this handbook for more information.

**Is bussing available for international students?**

Edmonton Transit Service (ETS) is the preferred means of transportation for Division students. Our Division works closely with ETS to ensure all students have access to close and reliable transit routes. Yellow Bus service is not available for International Students.

Information about the Edmonton Transit System can be found online at www.takeets.com.

How do I obtain official transcripts?

Official transcripts are issued directly by Alberta Education, the Ministry responsible for education in the province of Alberta. Students must order official transcripts directly from Alberta Education using their myPass account. High school students can speak with their school office for more information.

Can I arrive early before my program begins and take summer school in July?

Students who are arriving to begin their program in September cannot arrive early to attend summer school. International students in high school who have been enrolled in the previous school year can ask about registering for summer school with Metro Continuing Education.

What are the requirements of a Custodian?

Custodians should be easily accessible at all times to attend any in-person appointments.

If the custodian is unable to continue taking care of the student for any reason, they are responsible for discussing alternate arrangements with the biological parents. The custodians need to ensure that alternate arrangements are made.

It is important to note that EPSB is not responsible for arranging care of the student in such situations.



Appendix I - Important Contact Information

International Programs, Edmonton Public Schools

Centre for Education, One Kingsway, Edmonton,
Alberta, Canada T5H 4G9

P: (780) 429-8249 | F: (780) 425-6405

isp@epsb.ca | <http://internationalprograms.epsb.ca>

Canada Homestay Network

All CHN Staff can be reached at the e-mail: help@canadahomestaynetwork.ca

Homestay Emergency Line: In the event of a Homestay emergency situation, please call **1 (780) 328-6479** and **press “1”** to be connected to the Homestay Emergency Line.

Appendix II - Useful Links and Resources

Edmonton Public School Board Website

<https://epsb.ca/>

School Calendar

<https://www.epsb.ca/calendars/printablecalendars/>

Tuition and Fees

<https://internationalprograms.epsb.ca/admissions/tuitionfees/>

Validation of Report Cards

<https://internationalprograms.epsb.ca/internationalstudentprogram/validationofreportcards/>

Study Permit Processing Times

<https://www.canada.ca/en/immigration-refugees-citizenship/services/application/check-processing-times.html>

Study Permit Application Process

<https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit.html>

Study Permit Extension Process

<https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/extended-study-permit.html>

Ordering Official High School

Transcripts

<https://www.alberta.ca/student-information-high-school-transcripts.aspx>

High School Graduation Requirements

<https://epsb.ca/schools/goingschool/academics/qualifying/>

Student Health Care

<https://internationalprograms.epsb.ca/admissions/studenthealthcare/>

StudyInsured Website for International Students

<https://www.studyinsured.com/epsb>

How To Guides for Student Healthcare

<https://www.studyinsured.com/epsb/en/guides>

Canada Homestay Network

<https://internationalprograms.epsb.ca/homestay/>

Travel Alberta

<https://www.travelalberta.com/ca/>

Edmonton Official Website:

<https://www.edmonton.ca/>

Appendix III - Submitting A Health Care Insurance Claim

Source: <https://www.studyinsured.com/epsb/en/guides>

QUICK REFERENCE GUIDE

studyinsured™

Submitting A Claim

1 Complete a claim form

Call StudyInsured™ Assistance or visit your student insurance website to access a claim form. You can complete it on your computer or print it.

Take special note of Section C:

You must describe **in detail** the reason for your medical visit.

Incorrect: "I broke my arm."

Correct: "I was ice skating and I slipped. I landed on my arm and broke it."

If your claim is under \$500, you may not need to submit a claim form.

Just email copies of your receipts, invoices, and any supporting documents, along with your name, policy number and full mailing address, to:

studentclaims@studyinsured.com



Print and sign your form. An unsigned form will not be processed.

2 Gather your documents

Gather all medical notes, emergency/hospital reports, referrals, receipts and other paperwork provided during your medical visit. These documents will need to be scanned, copied, or photographed and submitted with your claim.

Please make sure everything is clear and easy to read.

Since you only need to submit copies of documents, keep the originals (including the claim form) in a safe place. You may need to provide them again at a later date.

3 Submit your claim

By email: **studentclaims@studyinsured.com**

This is the best claim submission method. We will confirm we have received it.

By fax: **+1 416.730.1878**

Online: Go to the **Claims** section of your student insurance website and follow the instructions.

We will confirm we have received your claim.

By mail: **StudyInsured™ Claims Administration**

150 King St West, Suite 602 - PO Box 75
Toronto, ON M5H 1J9

4 Check your claim status

Your claim will be processed within 10 business days. Check your email regularly to confirm if more information is needed to process your claim. Be sure to respond or provide additional information as quickly as possible.

Call **1.866.883.9485** or **416.640.7862** with any questions or to check the status of your claim.

If your claim is denied, an explanation will be provided by email.

Contact **1.866.883.9485** or **+1 416.640.7862** if you are leaving or have left Canada while your claim is still being processed. It is important that we have your most up-to-date contact information.

CALL US FOR ASSISTANCE

TOLL-FREE **1.866.883.9787**
WORLDWIDE **+1 416.640.7865**

StudyInsured™ Assistance is available 24/7 to help with:

- Locating the nearest medical facility
- Coordinating billing
- Questions about coverage
- Submitting a claim
- Arranging emergency transportation

Notify StudyInsured™ Assistance within 48 hours if you:

- Need to be hospitalized for any reason
- Require surgery of any kind (including dental)
- Need an MRI or CT scan
- Need air transportation
- Need medical attention outside Canada

The above is for informational purposes only and is not legally binding. For a full description of coverage, please read your policy wording.
2023-08