



**STUDENT
HANDBOOK**



ENGLISH LANGUAGE CENTRES

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ENGLISH LANGUAGE CENTRES

MOSAIC has two English Language Centres in Vancouver:

Level 1 to 4 Location with Childcare

301 - 2730 Commercial Drive
Vancouver, B.C., V5N 5P4

Phone: 604 684 8825 **FAX:** 604 684 8859

Level 4 and 5 Location with CLBPT Assessment Service

206 - 2555 Commercial Drive
Vancouver, B.C., V5N 4C1

Phone: 604 708 3905

Information for Both Locations

Office Hours:

DAYS:	Monday – Thursday	8:30 am – 4:00 pm
	Friday	8:30 am – 12:30 pm
EVENINGS:	Monday, Wednesday, Thursday	6:00 pm – 9:00 pm

Class Hours:

Morning Classes:	9:00 am – 12:00 pm	(Monday – Friday)
Afternoon Classes:	1:00 pm – 4:00 pm	(Monday – Thursday)
Full-time Classes:	9:00 am – 2:30 pm	(Monday – Thursday)
Evening Classes:	6:30 pm – 9:30 pm	(Monday, Wednesday, Thursday)

Email: esl@mosaicbc.com

Website address: www.mosaicbc.com



ENGLISH LANGUAGE CENTRES

OUR MISSION

We know that English students are a culturally diverse group of adults who bring to their learning a variety of life experiences, abilities, strengths and knowledge.

- We help students to participate independently in Canadian society. We support the right to equality and choice as they determine their goals.
- We promote intercultural understanding by mutual respect for different beliefs and practices.
- We teach in student-centered classrooms and with student-generated material, so the learning environment will be relevant, stimulating and cooperative.
- We have high professional standards that contribute to successful learning. This includes being informed, well-prepared and ethical, as well as respectful of students' needs.
- We provide quality programs that meet the language and orientation needs of students.

OUR GOALS

- Students will learn the language they need to function independently in their day-to-day lives.
- Students will receive relevant information on a wide variety of topics that they need to settle in Canada.
- Students will develop an understanding of, and respect for, individual and cultural differences in a multi-cultural Canadian society.
- Students will learn about Canadian laws and customs to participate in personal, business and social interactions in Canada.
- Students will develop connections within the larger community.



ENGLISH LANGUAGE CENTRES

THE ELSA PROGRAM

What will you learn?

In the ELSA Program you will learn English to help you in many ways, for example:

- talk to friends and neighbours, teachers and doctors
- talk to people in stores and other community places
- learn about Canada, the Canadian school system, and laws
- look for a job and an apartment
- learn about English grammar and pronunciation
- use English in many other everyday situations

How will you learn?

Our school is small and friendly.

- You will learn English by speaking with your classmates and practising your new language with them, often in groups or with partners.
- You may get homework sometimes. Reviewing what you learn in class each day will help you improve your English.
- Your class will go on field trips outside school to learn about different places in the community (for example to a pharmacy, Community Centre, supermarket).
- Guest speakers (for example a policeman, a health care worker) will come into the class to tell you about services in the community. These are important parts of the program.

How long will you study?

The ELSA program has 5 levels (Levels 1, 2, 3, 4, 5). You will receive a certain number of classes according to your level of English. Students do not all start and finish classes together. New students will enter and graduate at different times in the year. Your teacher will tell you your end date 5 weeks before you are due to finish the program.

Every few months, you will take some short ELSA program tests. These tests tell you and the teacher how much you are improving, and if you are ready to move to the next level. The results are not shared with the class, and the tests are nothing to be nervous about! At the end of level 5 you take an Exit test. This shows your Canada Language Benchmarks.

Volunteers

Teachers sometimes have volunteers from the community to help in the classes, and provide more listening and speaking practice.

Student Teachers

Our instructors work with a number of colleges to provide placements for teacher training. Sometimes there may be a student teacher in your class with your regular teacher.



ENGLISH LANGUAGE CENTRES

STUDENTS' RIGHTS AND RESPONSIBILITIES

You have the Right to:

- Receive fair treatment without discrimination
- Be treated with respect
- Feel safe
- Confidentiality
- Receive good, professional service
- Receive information about other services
- Decide which services you want or need
- A quick and respectful response to any complaint you may have about the Language Centre. (To find out how to make a complaint, please go to <http://www.mosaicbc.com/clients/rights-and-responsibilities>)

Your responsibilities are to:

- Respect others
- Respect diversity
- Maintain the privacy and confidentiality of others
- Provide open, honest and up-to-date information
- Be on time for services
- Do what you say you're going to do
- Let us know how you feel about our services and how we have helped you



ENGLISH LANGUAGE CENTRES

PARTICIPATION

ATTENDANCE:

- You must come to school every day. If you cannot come to school, phone the school **each day**. You can be absent if:
 1. You are sick (If you are sick for more than a week, you need to bring a doctor's note.)
 2. You have an **important** appointment.
 3. Your children are sick or have an important appointment. Please don't bring your children to class.
- Please make appointments to go to the doctor, dentist, driving test, etc. before or after your class, not during your class time.
- ELSA classes are valuable, free, and a privilege, so good attendance is very important. Poor attendance is bad for you and other students.
- If you miss more than 2-3 days of school per month and do not call, you will receive a warning and you may lose the privilege of attending class.

BREAKS:

There are 2 types of breaks from school that you can take:

(1) Leave of Absence:

You can take **2 weeks per year** for vacation, sickness or family problems. Your space is held for you, but you lose your hours of instruction. Tell the ELSA Administrator and your teacher before you take your break. You cannot leave for more than two weeks each year. You will need to complete a Leave of Absence form, which the ELSA Administrator will give you.

(2) Exit:

If you need to leave school for **more than 2 weeks**, you must stop school. You do not lose instruction hours, and can return to class after the Exit if there is space. If there is no space in the class at that time, you will be put at the bottom of the waitlist for that class. Please speak to your teacher and the ELSA Administrator if you want to exit. If you exit the ELSA program for longer than 6 months, you must go back to the Assessment Centre for re-assessment.

You can enter the ELSA Program 3 times in the Literacy - Level 3 program, and 2 times in the Level 4-5 program. That means you can take 2 exits in the Literacy to 3 and 1 exit in the level 4-5 program.

LATENESS:

Please do not be late for class. It interrupts the teacher and other students. If you are late every day, we will ask you to stop school. Please talk to your teacher if you can not come to school on time.



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PARTICIPATING IN CLASS:

When you come to class, we expect you to treat the teacher and students with respect. You need to practice using your English with other students. Sometimes the teacher will ask you to work in pair and group activities. This is an important part of the program.

FINISHING CLASSES:

You finish the ELSA program when

- a. your English level is above level 6, or
- b. you use up all your ELSA hours

NEW ADDRESS / PHONE NUMBER:

Please tell us if you move or get a new phone number. Please tell the teacher and office staff **as soon as you know** that you are moving to a different school or leaving for any reason. Teachers like to know who is in the class and they also like to say goodbye!

ENGLISH ONLY:

- Please speak English at the Language Centre.
- Please speak only English in the classroom.
- We strongly encourage you to speak only English all the time you are here, including before and after class and during the breaks.
- You will learn faster if you speak English as much as possible. Your teacher is there to help you when you do not understand. You will not need to translate into your language.
- It is difficult for the teacher to teach if people are speaking different languages.
- It is very important to respect other students in the class who do not understand your language. Some students may feel isolated (lonely) if others are speaking in a language they can't understand.

TELEPHONES:

- Please turn OFF your cell phone during class, or put it on "Silent /Vibrate".
- Please do not speak on your cell phones inside the Language Centre
- Please do not give out the Language Centre phone number. It is for emergency messages only (e.g. child's school). The Office staff will not take personal messages (e.g. appointments).
- Please limit your calls to 3 minutes when you use the office phone.

NOISE:

There are other offices on our floor. Please do not go into the hallway to talk with your classmates or on your cell phone during break. Stay in the school or go outside the building so that you do not disturb those offices. Please do not run or make a lot of noise when going to the elevator.



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OUR FACILITY

ACCESS:

- The office is open from 8:30 to 4:00 pm, Monday to Thursday and until 12:30 pm on Fridays.
- The office is open from 6:00-9:00 pm Mondays, Wednesdays and Thursdays.
- The front outside-door is locked after 5:30 pm. Press buzzer **#301** and ask for the door to be opened. Say, *"I'm a student. Please open the door."*

KITCHEN AND COFFEE BREAKS:

- There is a hot and cold water dispenser on each floor
- You can use the clean cups in the cabinet above the sink on the 3rd floor
- Please put dirty cups in the dishwasher, carefully.
- Please use sink to wash dishes only. Don't leave cups in the sink.

WASHROOMS:

These are located on the **3rd floor**, around the corner from the office.

- The keys for the men and women's washrooms are next to the front door.
- PLEASE put only toilet paper down the toilet.
- Please keep the washroom clean and tidy. If there is no toilet paper or there is some other problem with the washroom, please tell someone in the office.

CHILDREN:

Parents need to supervise children **at all times** in classroom and office areas.

FIRST AID:

We have staff trained in first aid and we have first aid supplies. Ask staff if you need help.

COMPUTERS:

Please ask your teacher before you use the computer in your classroom.

PARKING:

- Parking is available on streets around the school. Staff can explain where to park.
- Please do not use the parking lot under the building or parking spaces belonging to other workers in the building.
- Do not park in the back lane. Your car will be towed away.

VISITORS:

Please do not bring guests to class unless you have made plans with your teacher and it is part of the lesson. Visitors must check in at the front office.

FIRE AND EMERGENCY:

Instructions on what to do in an emergency are posted in every classroom. Every few months we have an emergency drill so that everyone knows what to do if there is a fire or other emergency.



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- Please **do not use the elevator** in an emergency.

CHILDCARE

We have free, licensed childcare for children aged 6 months to 5 years. It is located downstairs, on the main floor. Only children of MOSAIC ELSA students at 2730 Commercial Drive can stay in the Child Care.

Our Child Care Centre is a safe, inviting place for children. It is a bright and sunny space with many toys and activities for children to play with and learn from. Teachers come from different countries and speak to the children in their first language whenever possible. The children learn English through songs and activities.

Parents in full-time classes have lunch with their children. Parents also spend time with their children in the Child Care before they start their classes so that the children feel safe and comfortable. We will give you a handbook to explain more about the Child Care. Child Care teachers are happy to talk to parents about their children and answer questions or concerns they might have.

Wednesday Parent-Child Time

Every Wednesday we have a lunchtime program for parents. You will be invited to come to the childcare for lunch and to play with your child and learn about parenting in Canada

Important Rules

- Please pick up your child **immediately after class.**
- Parents should not leave the building at any time without their children, including coffee breaks. If you do have to leave the building, **tell the childcare staff.**
- Visitors are not allowed into the childcare centre.

If you have any problems or questions talk to your teacher or one of the staff people.

WE HOPE YOU ENJOY LEARNING AT MOSAIC LANGUAGE CENTRE!



ENGLISH LANGUAGE CENTRES

MOSAIC

MOSAIC is a non-profit organization that, for more than 30 years, has built new communities, worked to make things better for newcomers and helped them make their new lives here.

Our vision is of a Canada that welcomes and empowers immigrants, refugees and newcomers.

Our mission is to empower immigrants, refugees and newcomers through leadership and innovation in service delivery, community-building and advocacy

Our values drive our relationships with clients, funders, community partners, staff and volunteers. We strive for:

- Excellence
- Innovation
- Respect
- Integrity

MOSAIC'S SERVICES:

For those new to Canada:

We assist immigrants, refugees, and newcomers, by providing in many languages:

- help on how to settle in Canada
- chances to meet other people in your community
- information, and support on poverty and immigration legal matters
- information on early childhood development and extra support to refugee families
- programs for refugee youth and immigrant seniors
- information on getting money to improve your skills, and have your skills recognised in Canada

For families:

We support immigrant and refugee families with programs for women, men, children and youth. Many of our services are offered in the clients' first language.

We focus on:

- Early Childhood Development and Education (ECD and ECE)
- Violence prevention and counselling
- Youth programs



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For those needing interpretation or translation:

We can translate any documents you have into any language that is used in the Lower Mainland. And we can provide interpretation services in person, over the phone or through video-conference.

For newcomers looking for a job or a better job, we can help with:

- How to find a job in British Columbia
- Money to help pay for training, upgrading and certification
- Information and advice on career opportunities
- Meeting people in your profession who can give you with information about Working in Canada

For adult students of English, we can provide:

- All levels of the English Language Services for Adults (ELSA) program, free for those
- who qualify, and
- Free ESL classes for others
- Childcare and parenting programs
- A Certified test of your English level
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For more information visit: www.mosaicbc.com



ENGLISH LANGUAGE CENTRES

MOSAIC'S LOCATIONS

VANCOUVER:

1720 Grant Street, (corner of Commercial Drive) 2nd Floor
Vancouver, B.C., V5L 2Y7
Phone: 604 254 9626

1522 Commercial Drive
Vancouver, B.C., V5L 3Y2
Phone: 604 254 0244

#206 - 2555 Commercial Drive (Language Centre)
Vancouver, B.C., V5N 4C1
Phone: 604 708 3905

#312 - 2555 Commercial Drive (Employment Centre)
Vancouver, B.C., V5N 4C1
Phone: 604 708 9300

#301- 2730 Commercial Drive (Language Centre)
Vancouver, B.C., V5N 5P4
Phone: 604 684 8825

BURNABY

7297 Kingsway
Burnaby, B.C., V5E 1G5
Phone: 604 636 4712

7009 Kingsway (Newcomer Centre for Children and Families)
Burnaby, B.C., V5E 1E5
Phone: 604 636 0120

NEW WESTMINSTER (Bilingual Settlement Counselling)

Fraserside Community Services site
519 7th Street, 2nd floor
New Westminster, B.C., V3M 6A7
Phone: 604 522 3722

NORTH VANCOUVER (Language Centre)

Northshore Multicultural Services Society
205 - 123 East 15th Street
North Vancouver, B.C., V7L 2P7
Phone : 604 998 1065



ENGLISH LANGUAGE CENTRES

Vancouver 2009-2010 Lit to 5 Schedule

July 6 th to August 21 st	School Open
August 24 to September 7 th	Summer Break No School
September 8	Professional Development Day No School
September 9	Planning Day No School
September 10 to December 18 th	School Open
October 12 th	Thanksgiving No School
November 10 th	Professional Development Day No School
November 11 th	Remembrance Day No School
December 18 th to January 3 rd	Winter Break No School
January 4	Professional Development Day No School
January 5 to March 5 th	School Open
March 8 th to March 12 th	Spring Break Holiday No School
March 15 to June 25	School Open
April 2 nd to April 5 th	Easter Holiday No School
April 6 th	Professional Development Day No School
April 29 th	Professional Development Day No School
May 24 th	Victoria Day Holiday No School
June 28 th to July 2 nd	Summer Break No School