



Centre of
English Studies

TEEN ACTIVITY PROGRAM

STUDENT HANDBOOK 2024



TORONTO

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LETTER FROM THE VICE PRESIDENT

Dear Student,

On behalf of the teachers, the staff and myself, I would like to take this opportunity to welcome you to Centre of English Studies Toronto and the city of Toronto. Thank you for choosing to attend our school!

The adventure starts today! You will have a busy day. Along with language assessment, orientation and a tour of the neighbourhood, you will have the opportunity to meet our teachers and administrative staff. You will receive a lot of information about the school, the programs, and the services.

You will notice the staff is wearing yellow shirts or blue lanyards. This is to make it easier for you to get help and have your questions answered. If you need any information, please do not be shy to ask any of our staff to assist you. We know it may be difficult at first to speak English only, but don't worry, we will make every effort to understand and help you.

Our goal is to provide to you with a memorable and enjoyable language travel experience. In order to achieve this, we are committed to providing you with the highest quality language instruction led by fully certified professional teachers in a comfortable international environment; CES personalized care and individual attention; a safe and secure Homestay; fun and interesting activities and helpful and friendly administrative services.

Please do not hesitate to ask us for help or information. We are here to assist you.

Sincerely,

Donna Daly
Vice President / TAP Director

SCHOOL AND PROGRAMS

Robin

President

Donna

Vice President of Programs/ TAP Director

Charlene

TAP Coordinator

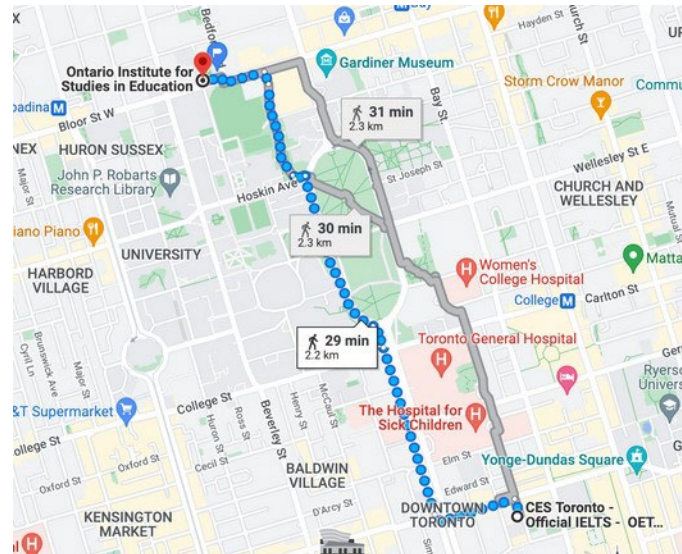
Yellow Shirts

Activity Leaders



FIRST DAY OF CLASSES- WHAT DO I DO?

1. Arrive at OISE (252 Bloor St) by 8:30 am
2. Attend orientation where you will be given important information about the program.
3. CES staff will give you your timetable and take you to class.
4. If you do not hear your name called, please speak to the CES staff member with the class lists. They will be able to direct you to the correct place.



DAILY SCHEDULE

9:00 AM - 10:30 AM	Interactive Communication, Structures and Functions
10:30 AM - 10:45 AM	Break
10:45 AM - 12:15 PM	Integrated Skills and Oral Communication
12:15 PM - 12:50 PM	Lunch
12:50 PM – 12:55 PM	Go to the Washroom, Fill Your Water Bottle, go to Activity Leader
12:55 PM	Meet for Activities

CES POLICIES AND RULES

"ENGLISH ONLY, PLEASE" POLICY

English is the only language that should be spoken in the classroom. There are students from a variety of different countries so English is the only language you all have in common. You came here to improve your English skills, so please speak English in the classroom. We encourage you to speak English as much as possible. The more you practice, the more you learn.

PUNCTUALITY AND ATTENDANCE

Students are expected to be on time and attend all classes. Students who are late will be allowed into class at the discretion of the teacher. If a student is repeatedly late, they will be asked to speak with the school director. If a student is going to be absent due to illness, they should contact their school and group leader (if applicable). If a student is absent without calling, we will have to call their Homestay and notify their parents.

Students MUST not come to school if they have any COVID symptoms or are feeling unwell. Once they notify the group leader or school we will determine if any action is needed.

IN CLASS

Students are expected to participate, ask questions, listen to their teacher and respect each other. Students being disruptive or impolite will be asked to leave the class and will see the director. An Incident Report will be filled out and sent to your parents and agents. Swearing is not permitted.

HOMEWORK

The academic program developed by Centre of English Studies Toronto has been proven successful over the course of many years, with a great number of students. Of course, students are also responsible for their own progress. When homework is assigned, it is expected to be completed.

ELECTRONIC DEVICES

Please be advised that the use of electronic devices (cellphones, iPods, and other such devices) is absolutely not allowed in the school. Please make sure your phone is off when you are at school. If you need to use your cell phone in an emergency, please use the building lobby or go outside.

UNIVERSITY OF TORONTO REGULATIONS

Absolutely NO SMOKING in the school, halls, washroom, and lobby
Do not stand at or block the front entrance of the building

There is no food or drinks allowed in the classrooms.

Please be respectful of the other classes that are being held in the building.

No playing sports indoors.

Please clean up after yourself and keep the lobby clean. Put garbage in the appropriate bins, and move furniture back to their original places.

U ofT staff members have the right to ban students who are misbehaving from using the building. If this happens, you will have to leave the program. Due to COVID 19, there is a mask mandate in place. Everyone must wear a mask in all public spaces in the university.

GRADUATION CERTIFICATE

Upon graduation, students receive a certificate for their length of stay, program, and level attended.

FIRE REGULATIONS

If you see smoke or fire, or if you hear the fire alarm, stay calm and leave the school immediately using the stairs. Never use the elevator during a fire. If you see smoke or fire but do not hear and alarm, you may pull one of the red fire alarms located on the walls throughout the school. You must not touch these alarms unless there is a fire, otherwise you will be charged \$5,000 in fines.

RESPECT FOR OTHERS

To help build an atmosphere conducive to better learning, we also expect our students in class to remember the importance of the following: **Participation, commitment, speaking English only, bring supplies, and politeness for fellow students and teachers. Bullying of any kind will not be tolerated and may result in expulsion from the program.**

TRANSPORTATION & TRAVEL CENTRE

TTC = TORONTO TRANSIT COMMISSION

The TTC stands for "Toronto Transit Commission". This includes subways, buses, and streetcars. Please make sure that you get the directions to and from the school and from your Homestay. Write the directions down and keep them with you. If you are ever unsure of how to get home, please ask one of our staff to assist you.

PRESTO cards are used to pay for the TTC. Presto cards are available at all subway stations and at Shoppers Drug Mart. Please keep your presto card in a safe place. If you lose your card, you will be responsible for replacing it.

The TTC provides a number of services to help ensure your safety (see below!)

1. THE DWA

Designated Waiting Area On every subway platform, there is a Designated Waiting Area. When you wait under the sign, you know that when the subway stops, you will get on a subway car with someone who works for the TTC.

2. EMERGENCY STOP

There is a bright yellow emergency strip that runs across both sides of every subway car. If you need help, press the emergency strip and it will let the driver know that you are in need of assistance. Someone will come to help you.

3. REQUEST STOP (BUSES ONLY)

Request stop for individuals travelling alone after 9PM, you can tell the bus driver the name of a street in between regular bus stops and he will stop there. This will ensure that you are walking a shorter distance by yourself.

4. PRESTO Cards

Payment on the TTC is done by PRESTO card. Students travelling in a group to CES may have a PRESTO card included, in which case the cards will be given at the airport and be pre-loaded. Students in the "Blue Jay" group who do not have PRESTO cards included in their program can purchase one at any subway station or Shoppers Drug Mart. PRESTO cards cost \$4 and then students load the card with money to be deducted each time they use the bus or subway. It is possible to load a monthly pass onto the PRESTO card for \$156. This gives the student UNLIMITED travel for the entire month. However, the pass must be loaded in the first week of the month. If a student loses their PRESTO card, they will be responsible for buying another one. For more information visit www.ttc.ca.

To use a PRESTO card, you TAP the card on the PRESTO device on the bus, streetcar, or subway entrance. Once you pay a fare, you have a two-hour transfer, meaning you have two hours on any TTC transit before you have to pay another fare.



5. Manners While Using the TTC

- When getting on the subway, please make sure to stand to the side and let people get off before getting on.
- If you would like to listen to music while on transit, please use headphones instead of playing it out loud.
- Please do not have loud conversations or yell on the TTC – Toronto Transit is a quiet space.
- Please do not swear or use foul language in your conversations on the TTC.
- If you are not sitting in a seat, please do not run around or push your fellow students inside the bus or subway.
- Blue-coloured seats are reserved for the elderly, pregnant women, and disabled people. Please do not use these seats. If you are using one of these seats, please offer it if someone who needs it enters the subway or bus.
- It is general good practice to offer your seat (red or blue) to elderly people or children if there are no other seats available in the bus or subway.
- If someone is trying to leave the bus or subway and you are blocking their way, please move aside so that they do not miss their stop.
- You cannot smoke at TTC bus stops or outside of TTC subway stations. You can be fined \$195 for smoking on TTC property.

6. Service Disruptions

It is common for service disruptions to happen on the TTC. When there is a scheduled disruption, you will be informed by CES. During a service interruption on the subway, SHUTTLE BUSES WILL BE USED. You need to get off the subway and go up to the ground level, where you will get on a bus which will take you to the next available subway station, where you will get back on the subway.

TAXI

Toronto has many taxi companies, so if you ever need one, you can either put up your hand near the road and one will stop for you, or call one of these numbers:

BECK TAXI: 415:755:5555

CROWN TAXI: 416:750:7878

DIAMOND TAXI: 416:366:6868

All taxis start with a base charge of \$4.25, and then increase in price as the distance and time increases. At the end of a taxi ride, it is customary to give the driver an extra 15% of the cost as an appreciation of his service (unless it is very bad) – it is considered rude to not do so.

UBER AND LYFT

Both Uber and Lyft are cutting-edge alternatives to taxis and long-standing private transportation businesses.

Both allow customers to request and pay for transportation using their smartphones in a simple and unique way.

You can download both apps on your app store.

WHAT SHOULD I CARRY WHEN I TRAVEL AROUND THE CITY?

**ALWAYS CARRY: Medical Information and insurance
Student identification cards!**

DO NOT carry around your actual passport. Only carry around a copy of your passport unless you need the real one!

THE CES METHOD

THE TEACHING OF ENGLISH

At Centre of English Studies Toronto, we have been teaching English as a second or foreign language for over 45 years. Our methodology reflects both our experience in the field of teaching English and the current dominant trends.

HOW YOU LEARN

We believe that to become proficient in English, you must work on all of the aspects of English. This means that you will learn the structures of English with great importance on communicating effectively. You will have daily practice in all of the English language skills; speaking, listening, reading, and writing with focus on speaking. Canadian culture will also be incorporated into the English lessons.

The fully qualified teachers at CES Toronto will not only teach you about English, but they will also set up a variety of tasks where you will use language to communicate with other students as you would communicate in your own language. You will work individually, in pairs in groups and as a class to get great practice with your classmates from other countries all over the world.

TESTING

Quizzes, presentations and group work will be done to check your understanding of concepts taught in the classroom. These along with your daily work and participation will be the basis of evaluation for the teachers.

PROGRESS ASSESSMENT

All students will receive a progress assessment that will detail your skill level and success in the course.

GRADUATION

On the final Friday of each session, a graduation ceremony will be held at the University of Toronto. Everyone will receive a graduation certificate at that time. Students who finish before then will have their certificate awarded to them at the end of their last class.

RESOURCES

WHO CAN I TALK TO?

ISSUES	
CLASSES, TEACHERS, ACTIVITY LEADERS, HOMESICKNESS, QUESTIONS ABOUT TORONTO	DONNA
HOMESTAY HOUSE, HOMESTAY FAMILIES, HOMESICKNESS	MARIO (HOMESTAY COUNSELOR)
ACTIVITIES, INFORMATION, ABOUT TORONTO	ACTIVITY LEADERS/YELLOW SHIRTS

RESOURCES OUTSIDE OF CES CENTRE

NEARBY WALK-IN CLINICS

BE SURE TO CARRY YOUR MEDICAL INFORMATION WITH YOU AT ALL TIMES!

Downtown Doctors Walk-In

Medical Clinic

720 Spadina Ave. Suite 100, Toronto,
ON M5S 2T9

Telephone: 416-929-1530

TO VISIT A WALK-IN CLINIC, YOU NEED:

- CES letter of acceptance
- Medical Information
- Insurance information (Insurance company and Policy number)
- \$50 cash to pay for the visit \$50 offer is only available if you have your CES letter of acceptance and CES ID card
- The \$50 fee may be reimbursed by your insurance company when you return to your home country

NEARBY DENTAL CLINICS

Annex Dentistry

190 St George St #103, Toronto,
ON M5R 2N4

Telephone: 416-925-5521

NOTE: They can take walk-in but it is best to book an appointment.

FOREIGN CURRENCY EXCHANGE LOCATIONS

Thomas Cook Foreign Exchanges

1168 Bay St, Toronto ON, M5S 2B4
Telephone: 416-413-0617

York Foreign Exchange

69 Yorkville Ave #102, Toronto,
ON M5R 1B8
Telephone: 647-349-0980

Calforex Currency Exchange

220 Yonge St, Toronto, ON M5B 2H1
Telephone: 416-921-4872

Foreign Exchange Centre

301 Front Street W Toronto, ON M5V 2T6
Telephone: 416-363-9254

HOMESTAY

WE HOPE YOUR STAY IS A GREAT ONE!

Please do not hesitate to talk to us at any time regarding any questions or concerns you may have. **We are here to help you.**

You can always contact us at **416-480-0678** and we will do our best to assist you.

Our 24-hour emergency number is 416-888-9282

HOMESTAY DEPARTMENT

Mario

Homestay Counselor

Concerns with Homestay:

If you are having issues with your host family, please arrange to speak with someone from the Homestay department. They are willing to assist you in helping to make your Homestay experience a pleasant one. **All information will be kept confidential.**

WHAT YOU SHOULD EXPECT:

- Your bedroom will be completely private with a door that fully closes. It will have a bed and a desk with a lamp on it. There will also be a place for you to bring your clothes and store your belongings.
- Your Homestay host will respect your privacy and will not go into your bedroom without permission, unless it's absolutely necessary.
- Your Homestay family will give you items like a bar of soap, towels, pillows, bed sheets, etc.

WHAT IS EXPECTED OF YOU:

- Students should clean their room and empty the garbage at least once a week.
- Students should not leave a lot of money in their room. For safekeeping, extra money should be either be put into a bank account or changed into travelers' cheques.
- Please do not eat or store food in your room as this may attract insects and cause a bad smell.

MEALTIME

- Don't worry – they will not be upset to hear that there is something that you do not like. But you must keep in mind that Homestays cook Canadian style food and are not required to cook food from your country.
- Your Host Family will provide you with lunches; you can take your lunch to school on weekdays. Lunch is usually sandwiches, a fruit and a drink.
- Food between meal times is considered a snack. If our family is enjoying a snack together, then they will include you. Otherwise, students will need to purchase other items they wish to eat that are not available in the Homestay.
- Students may also wish to purchase specialty foods/brand name items at their own expense.
- In North America, the biggest meal of the day is the evening meal. This should be a well-balanced meal. Breakfast is the smallest. Possible breakfast choices are: cereal, toast, eggs, fruit, etc.
- Students usually prepare their own breakfast and lunch.
- You should phone your host (by a set agreed upon time – for example, 5:00pm) to tell them if you are not going to be home for dinner. If you come home late for dinner, your host will leave food that you can heat up in the microwave.

WASHROOM

- Students are responsible for their own toiletries such as toothpaste, shampoo, make-up, lotions, deodorant, etc.
- Many families in Canada do not have large hot water tanks. Therefore, some hosts may ask you to take showers no longer than 15-20 minutes. This is because you might use all the hot water, which takes time to replace.
- There may be a connection between the water supply used to wash the dishes, the dishwasher, and the washing machine. It may be necessary to schedule when you will take your baths or showers.
- For safety reasons, please dry the floor and sink area after every use so that others will not slip on the floor.

LAUNDRY

WHAT YOU SHOULD EXPECT:

- Students are responsible for their own toiletries such as toothpaste, shampoo, make-up, lotions, deodorant, etc.
- Many families in Canada do not have large hot water tanks. Therefore, some hosts may ask you to take showers no longer than 15-20 minutes. This is because you might use all the hot water, which takes time to replace.
- There may be a connection between the water supply used to wash the dishes, the dishwasher, and the washing machine. It may be necessary to schedule when you will take your baths or showers.
- For safety reasons, please dry the floor and sink area after every use so that others will not slip on the floor.

WHAT IS EXPECTED OF YOU:

- Students are responsible for washing their own clothes. Students should fully understand how to use the machines before doing laundry.
- Only do laundry if you have a full basket. This is because it takes a lot of electricity to run the machine. Hosts will not want you to use it if you only have a few pieces of clothes to wash.

ENERGY CONSERVATION

- It is common for houses in North America to take part in an energy conservation program.
- Here are some common ways to save energy:
 - Turn lights out when you are not in a room
 - Wear long-sleeve clothing or sweaters in the home during the winter time
 - Keep showers to a reasonable length (15-20 minutes maximum), or as short as possible.
- Hosts keep the temperature of their home at reasonable levels during the wintertime.
- Recycle – hosts may separate items they wish to throw out. Often, paper, metal cans, and plastic items will be sorted and put into different places. Your host should explain this to you when you arrive

HOUSE GUESTS

If you wish to invite a guest to visit your Homestay, you must ask your hosts for permission first. Guests are not permitted to sleep overnight in Homestay without permission from the host. If you plan to stay away from the house overnight then you must inform your host at a reasonable hour so that they will not expect you.

SMOKING

For health, hygiene, and safety reasons, smoking is not permitted in Homestays. You must smoke outdoors only.

HOUSE KEYS

Students will get a key to their Homestay. It is important that you take special care of the house key because you will need it to get into your house, and your host is trusting you with it. Please make sure to lock the door when you leave the home. This is very important for safety reasons permitted to sleep overnight in Homestay without permission from the host. If you plan to stay away from the house overnight then you must inform your host at a reasonable hour so that they will not expect you.

HOMESTAY RULES

Below is the list of rules for underage students staying in CES Toronto Homestay

- 1 The student is required to return home by 9 pm daily (10-14 years old) Students that are 15-17 years old have a 10 pm curfew Sunday to Thursday, and a midnight (12 am) curfew Fridays and Saturdays.
- 2 The student is required to come home to sleep each night.
- 3 The student is not permitted to drink alcohol.
- 4 The student is not permitted to smoke.

* Failure to do so may result in a Homestay family change, removal of privileges (computer use, activities, etc.) and a phone call to your parents for further direction. Persistent failure to follow this rule can result in permanent removal from the program and a return home at your parents' expense.

HAVE A SAFE AND HAPPY STAY IN TORONTO!

HOMESTAY DISPUTE RESOLUTION POLICY STUDENTS WHO HAVE A PROBLEM WITH THEIR HOMESTAY MUST TAKE THE FOLLOWING ACTION:

- 1 Discuss the issue with the homestay representative, your group leader or Donna. Students can talk to the homestay representative during the lunch hour, Donna before school, or your group leader (if applicable) at any time. If this does not result in a satisfactory resolution, they may:
- 2 Discuss the issue with the Homestay Coordinator. The Homestay Coordinator can be seen in the school or students can call the Emergency Homestay phone number at any time if there is an urgent matter (emergency number: 416-888- 9282).

ACTIVITIES

As part of our program, we offer students exciting and memorable activities each month that are meant to be culturally enriching for their experience in Toronto. These activities will allow students to combine your English lessons with a fun setting to practice what they learn in class as well as enjoy the activities of young Torontonians.

Our team has worked hard and takes great pride in organizing these activities for you, so we hope you enjoy them! if you have any questions or concerns, please speak to your activity leader, group leader or Donna we can help you as best we can.



ACTIVITIES

ACTIVITY INFORMATION

You will be given an activity calendar on your first day. On the back of your calendar, you will find important information about what to wear or bring to the various activities. Your Activity Leader will give you information every day about the next day's activity. Please listen to the Activity Leader when they are talking about the requirements and expectations of an activity.

MEETING PLACE

The meeting place for activities is in the lobby of the OISE building (252 Bloor St W) unless you are told otherwise. Generally, you need to be there at 12:55 pm, unless you are doing an evening activity or the activity requires an earlier meeting time. For evening activities, your activity leader will tell you when and where to meet (for example, at a subway station). Please be on time for the meeting. The activity leader cannot wait for anyone who is late. For weekend activities, the meeting place is Sidney Smith Hall (100 St. George Street). Your Activity Leader will tell you the meeting time. The meeting information for the weekend activities can also be found on the back of the activity calendar.

ENGLISH

Since you are here to learn English, the program involves students from around the world, please respect the other students in your group and speak English at all times. This will help you learn faster and improve your skills.

ACTIVITY LEADER YELLOW SHIRTS

A CES staff activity leader will always accompany you on an activity. The activity leader is there to explain the activity to you, provide you with information and answer any questions you may have. You need to make sure that you always listen carefully to your activity leader, as you do not want to miss important information. This will make everyone's trip safer and more enjoyable!

SUBWAY

When you are traveling by subway with your group, please make sure you listen to your activity leader and pay attention to his/her instructions. Your whole group must stay together and get on the same subway car.

PICTURES

The CES activity leader will take pictures at all activities. If you do not want to be in a picture, please make sure you let the activity leader know at the beginning of the activity.



LIFE IN TORONTO

CLOTHING

The summer season officially starts on June 20th. It is important to dress properly to stay healthy and avoid any weather-related illnesses. Summer weather can change a lot every day. Dressing in layers, (e.g. a tank top, a shirt, and a sweater) will help you when you are outside or inside and will let you adapt to changing conditions. Most indoor locations will be air-conditioned. You should bring a hat, sunscreen, and water for all outdoor activities.

SHOPPING AND TAX

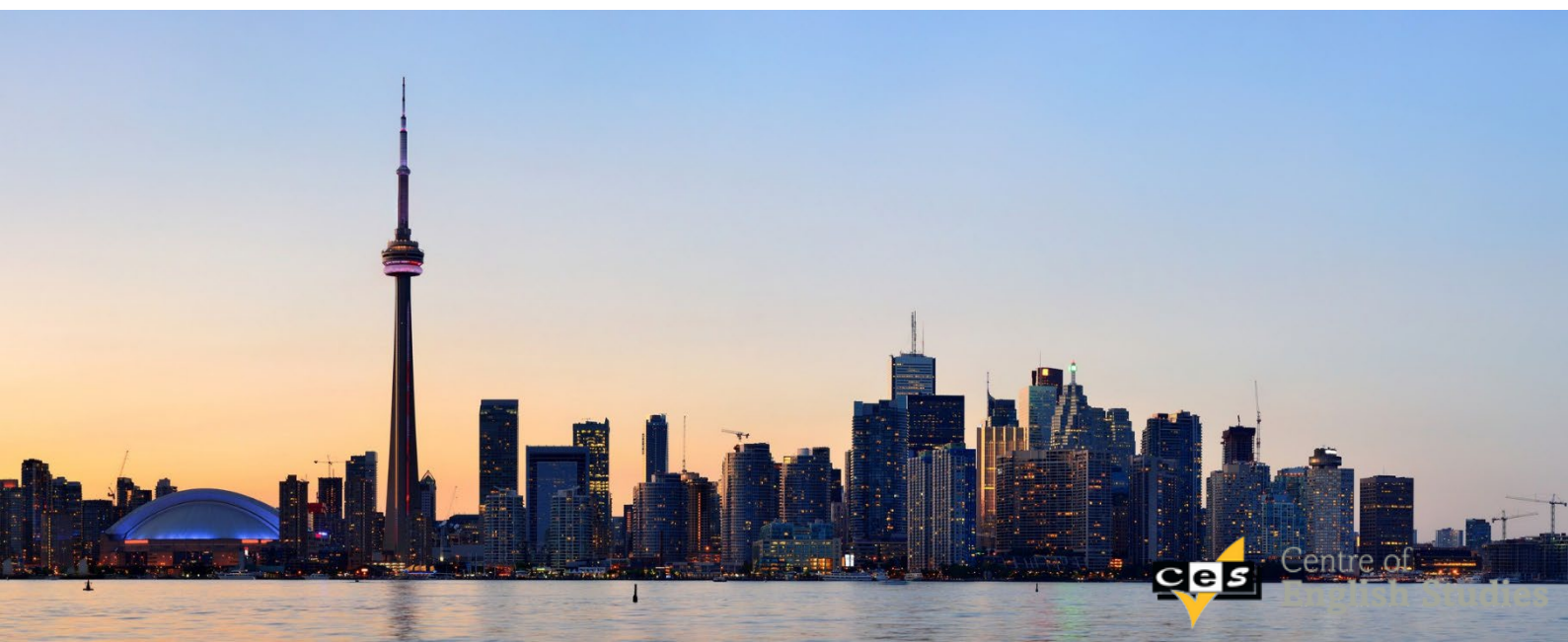
When you go shopping, you may find that things become much more expensive as soon as you arrive at the cash register to pay. This is because price tags in Canada do not usually include taxes. This tax is not the same for every province in Canada, but in Ontario (which includes Toronto), we have the HST (Harmonized Sales Tax) and it is 13%. It is helpful to remember to add the extra 13% when you are determining how much you are going to spend. There are very many places to shop in Toronto. There is a list of shopping malls on your TTC (public transportation) map. If you would like to look at the pamphlets for some of the shopping areas in the city, ask your activity leader.

LIFE IN TORONTO

TIPPING

To “tip” means to give a bit of extra money to someone, such as a waiter, waitress, bartender, hairdresser or delivery person; to show that you appreciate the service that you have received. In some countries, it is not normal to tip but in Canada, it is considered rude to not tip (unless the service is very bad). The usual tip is 15-20% of your bill before taxes. For example, if you are in a restaurant and your bill comes to \$10 before taxes, you should leave an extra \$1.50 on the table for the waiter or waitress. If you ever order food to be delivered to your home, make sure to give the delivery person a few extra dollars. You should also tip hairdressers (people who cut and style your hair). If you do not tip, or if your tip is small, you may receive bad service in the future or you may not be served again at all!

Extra tip: a quick and easy way to calculate how much you should tip is to look at the amount of “tax” on your bill. Because the tax is usually 13%, the amount of tip you should give is usually just a little more than the amount of tax shown on your bill.



DRINKING

In Ontario, you must be at least 19 years old to buy or drink alcoholic beverages and to enter bars, pubs and clubs where alcohol is sold. You will need official government-issued identification with your photo and birth date (e.g. driver's license, passport, national cards) in order to prove that you are old enough to drink. As well, it is illegal to have open bottles of alcoholic drinks anywhere except inside licensed establishments (e.g. bars, clubs, restaurants). This is very different from the drinking policy in many other countries but if you do cooperate, you should not have any problem. Centre of English Studies Toronto will not tolerate any use of alcohol in the Teen Activity Program as it is against the law. Any student caught drinking, under the influence of alcohol, or found with alcohol will put their participation in the program in jeopardy.

SMOKING AND VAPING

If you are a smoker, there are a few things that you should know about smoking while you are staying in Toronto. You must be at least 19 years old to buy cigarettes in the province of Ontario. In Toronto, smoking is not allowed in most public buildings, including shopping malls. You may not smoke on any TTC property, which means you cannot smoke in the subway stations, on bus platforms or in bus shelters. You may find this strange because it is very different from many other countries, but please be respectful. If you smoke where smoking is not permitted, you may need to pay money in fines for breaking the law. It is in your best interest to cooperate! Moreover, students must be 19 years of age in order to purchase products from a cannabis store. Also, Vaping is not permitted during the program at CES Toronto. Students in the Teen Activity Program who smoke **MUST** smoke away from the other students in the program.

WELCOME

IMPORTANT NOTES, PHONE NUMBERS, EMAILS, ETC.
