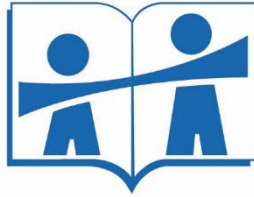


Together We Learn

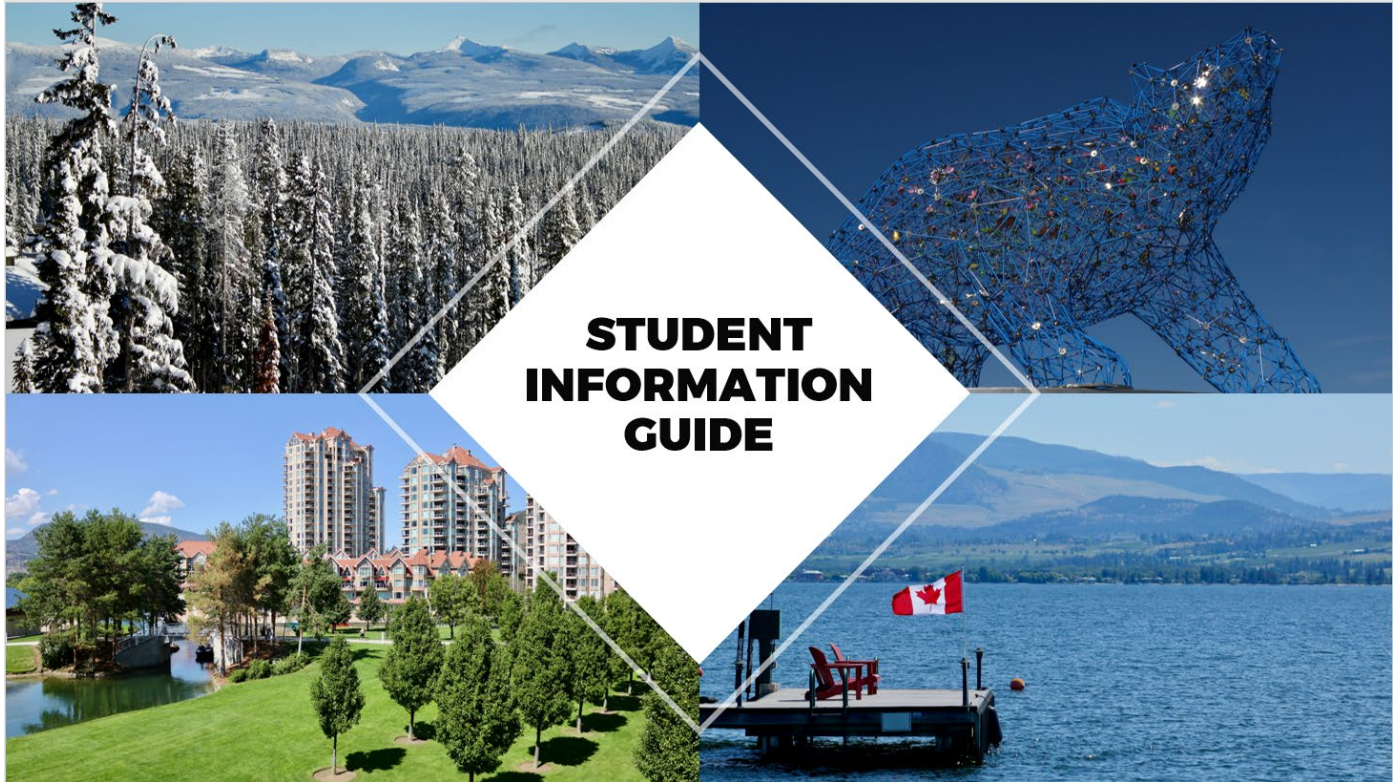


**Central Okanagan
Public Schools**

International Education



Central Okanagan Public Schools • International Education Department
1040 Hollywood Road South, Kelowna, BC V1X4N2 • Phone 250-470-3258 Fax 250-870-5188 • www.internationaleducation.ca



**STUDENT
INFORMATION
GUIDE**

Website www.internationaleducation.ca

Instagram [okgn23world](https://www.instagram.com/okgn23world)

Photo Album [Flickr](#)

Updated November 2023

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**Central Okanagan
Public Schools**
Together We Learn

k^wu limt p cyřap

Welcome

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Welcome to the Central Okanagan.

The Central Okanagan hosts approximately 400 International Students a year from over 30 different countries.

The schools and communities of Peachland, West Kelowna, Kelowna, and Lake Country provide a great location for International Students to immerse themselves in the language, culture, and recreational activities of our area.

We hope that you make many wonderful memories and friendships during your time in our program.

Please review this handbook carefully and keep it for future reference.

Best of luck during your Canadian academic adventure.

The International Education Team

Your First Few Days

Contact home

Your parents will want to hear from you. Let them know you have safely arrived.



Ask questions

Your host family wants you to feel at home and help you settle in. If you do not understand something, please ask them for what you need.



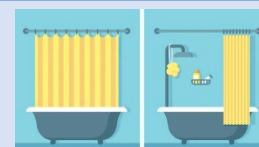
Tour your home & neighborhood

Ask your host family to give you a tour of your house, yard & neighborhood.



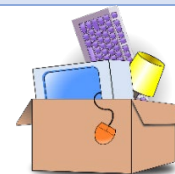
Learn house rules & routines

Review the rules and routines of your homestay. Learn how to use household items correctly (kitchen, laundry, shower, toilet, etc.)



Unpack

Unpack your belongings and get comfortable. Your room should have a desk, chair, bed, bedding, lamp and closet or dresser.



Store your passport

Find a safe place to store your passport and other important documents. Only carry your passport when you are travelling across border.

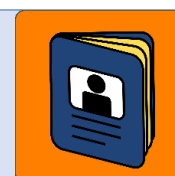


Photo important cards

Take a photo of both sides of your emergency card and your insurance card. Enter the emergency number and your host parent(s) numbers in your phone.



Sign up for a Canadian phone plan

You must have a phone number that is free to use (and free for others to call you) in Canada. Use the PhoneBox sim card provided in your welcome bag from the airport if you do not already have a Canadian number.

<https://prepaid.gophonebox.com>



Program Expectations – *Positive Experience*

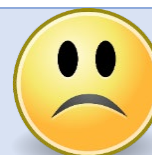
Be open to new things

Enjoy your school and homestay experience to the fullest in Canada. Be open to new experiences and Canadian culture.



Ask for support

Talk to your host parents and/or your homestay coordinator if you are having problems or if you are feeling down.



Follow the rules

Your host family will have expectations and rules for their home. Respect and follow the homestay rules and our program's "[Golden Rules](#)" for living in a homestay.



Clean up after yourself

Keep your room and bathroom clean and organized. Clean up after yourself in the house when you use something.



Get involved with your family

Your host family wants to spend time with you and share their family time with you. Be open to spending time with them and participating in their daily activities.



Get involved in school and the community

Ask your international coordinator at school how to find out about school events.

[Community Activities](#)
[Tourism Kelowna](#)
[Tourism Lake Country](#)
[Tourism Peachland](#)
[Tourism West Kelowna](#)



Study and work hard

Do your best in school. Ask your teachers for help if you do not understand. Speak English as much as you can.



Program Expectations - Rules

Review student expectations

Take time to review the expectations for international students on the program [website](#).



Follow all BC & Canada laws

While in our program students must follow all the laws of BC & Canada at all times. Ask your host family or homestay coordinator if you are unsure about Canada or [BC laws](#).



No alcohol or drugs

Students are not allowed to use drugs or drink alcohol at any time during their time in Canada and in the program.



No smoking or vaping

Smoking cigarettes or using vape products are not allowed in our program.



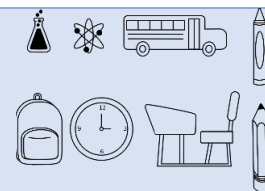
No driving

International students are not allowed to drive while in Canada and in the program.



Attend school

You must attend school every day unless you are sick. Missing school for no reason is called "skipping". In Canada, students who skip school may be suspended from school.



Plagiarism

Plagiarism is a serious offense in schools. Students cannot copy work from the internet, books, or other students. Copying other work is considered cheating. Students may be suspended from school for plagiarism. If you do not understand an assignment, ask for help. Teachers, staff and host parents will be happy to help you with your work.



Health & Safety

Program Emergency Phone Number **250-801-5684**

This number is monitored by International Education program staff 24 hours a day, 7 days a week.



Police, Ambulance, Fire

Police officers (RCMP) will help you with emergency and non-emergency police related issues. RCMP liaison officers also work in all our schools. Police officers in Canada are very helpful.



Medical Insurance **Study Insured**

You will receive your personal ID insurance number by email

You can use your ID number to seek assistance 24 hours a day for:

- Emergency medical assistance
- Medical Virtual Video Conference
- Medical & Mental Health Support
- Insurance Coverage Questions



From Canada & USA **1-866-883-9787**

From anywhere **+1-416-640-7865**

Email studentassist@studyinsured.com



You must call immediately if you are:

- Being hospitalized for any reason
- Require surgery or an MRI or CT scan
- Seeking medical attention outside of Canada

Insurance & Medical Assistance Website

www.studyinsured.com/centralokanagan



Health & Safety

Submitting an Insurance Claim

Submit on-line

<https://www.studyinsured.com/centralokanagan/en/onlineclaim>

Submit by email

studentclaims@studyinsured.com



You must sign and submit a claim form every time if the claim totals more than \$500, whether you were treated at a direct-pay facility or not.

Study Insured Assistance may instruct students to complete a claim form for claims under \$500 in special circumstances.

Collect all invoices, receipts, doctor's notes, ER reports, etc. as they must be submitted with the claim (many medical facilities will send this direct, however, you should get your own copies just in case).



Policy Code: MCP

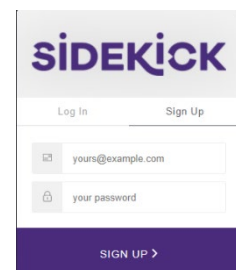
Group #: 013 (full year) or 141 (short term)

ID Number: *your unique number*

Reimbursement payments options include by cheque or SideKick Card

For reimburse to SideKick Card

- Select SideKick for your payment option
- Look for the email from SideKick to set up your SideKick App and activate your card
- Download the App - SIDEKICK
- You will be notified once your approved claim amount has been added to your SideKick Card



Health & Safety

Mental Wellness Support Stay Healthy in Schools

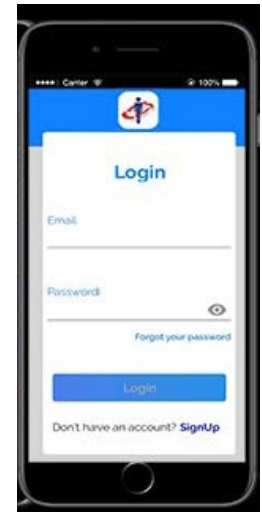
Access confidential counsellor support in English or your primary language

Call **1-866-883-9787** (then Press 3)

or

Call **1-833-646-1524**

- Video chat, text or phone a counsellor
- Help available 24/7
- Support in 180 languages
- Mental health resources
- Free App – iConnectYou
- Fill our registration form
- Enter passcode SIMW



Mental Wellness Hub

<https://www.internationalstudentwellness.com/>

- Mental Health Tip Sheets
- COVID-19 Useful Links for Students
- Province for BC Resources



Medical Services Card

After 3 months, full year students will also have medical coverage through the provincial health plan. Your homestay coordinator will deliver your [BC MSP](#) card when it arrives. Once you have your BC MSP card, please present this card when you seek medical attention. Study Insured becomes extended medical coverage after MSP is in place.



Adults Caring for You in Canada

Homestay coordinators

- Support and help you adjust to homestay
- Communicates with homestay families
- Host weekly meetings at school
- Organize program activities
- Help you if you have issues with your homestay family
- Provide 24/7 emergency support



250-801- 5684

Emergency Phone

Homestay Parents

- Have a caring, safe, comfortable home
- Prepare meals
- Supervise and keep you safe
- Set your curfew
- Give you permission to go out
- Report unsafe situations to the program



Legal Custodians

- Make decisions for your well-being
- Support host families and homestay coordinators
- Create procedures and rules for your safety
- Communicate with your agent



International Coordinator at School

- Help you at school
- Answer your questions about the school, your courses, teachers, and activities
- Plan school activities
- Teach ELL/ESL and other subjects
- Help you plan for college/university



Contact Information

Homestay Coordinators

Your Homestay Coordinator wants to ensure that you are happy, healthy, and feeling at home in Canada. They will be at your school at least once a week to help you. For emergencies, please call the emergency number. Someone will answer your call 24 hours a day.



Emergency Phone Line: 250-801-5684

Monitored 24 hours a day by one of our staff members.



Lori McPhail

Homestay Coordinator
Mount Boucherie Secondary
Constable Neil Bruce Middle / Glenrosa Middle
lori.mcphail@sd23.bc.ca
Work: 250-860-9729 ext. 7249
Cell: 250-801-5684 (EMERGENCIES ONLY)



Masao Matsubara

Homestay Coordinator
Okanagan Mission Secondary
Canyon Falls Middle
Masao.Matsubara@sd23.bc.ca
Work: 250-860-9729 ext. 5390
Cell: 250-801-5684 (EMERGENCIES ONLY)



Wendy Burridge Moreno

Homestay Coordinator
Rutland Secondary
Rutland Middle / Springvalley Middle
wendy.burridge@sd23.bc.ca
Work: 250-860-9729 ext. 8549
Cell: 250-801-5684 (EMERGENCIES ONLY)



Nathalie Messent

Homestay Coordinator
Kelowna Secondary / George Elliot Secondary
Dr. Knox Middle / KLO Middle / HS Grenda Middle
Nathalie.Messent@sd23.bc.ca
(01) 250-860-9729 ext. 8233
Cell: 250-801-5684 (EMERGENCIES ONLY)

Contact Information

International Staff



Karlee Sieben
Homestay Support / Activities Coordinator
All Schools
karlee.sieben@sd23.bc.ca
Work: 250-860-9729
Cell: 250-801-5684 (EMERGENCIES ONLY)

International Education Administration



Wynter Oakes
District Vice- Principal
*International Education
and Settlement Services*
wynter.oakes@sd23.bc.ca
250-470-3258



Elisé Saraceni
Director
*International Education,
Anti-Racism and Equity*
elise.saraceni@sd23.bc.ca
250-470-3258



Violeta Malfair
Director
*International Education
and Settlement Services*
violeta.malfair@sd23.bc.ca
250-470-3258



Raquel Steen
Assistant Superintendent
Central Okanagan Public Schools|
raquel.steen@sd23.bc.ca
250-470-3210

Administrative Assistants

Julie Melia
International Education Assistant
Student Applications/Agent Communication/
Student Invoices/Medical Insurance
international.education@sd23.bc.ca
250-470-3258

Heather Oishi
International Education Assistant
Student Applications/Agent Communication/
Student Invoices/Medical Insurance
international.education@sd23.bc.ca
250-470-3258

Wendy Lu
International Education Assistant
Student Applications/Agent Communication/
Student Invoices/Medical Insurance
international.education@sd23.bc.ca
250-470-3258

Transportation

You will either be able to walk to school, receive a school bus pass, or purchase a city bus pass.

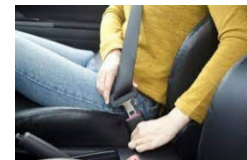


If your host parents drive their other children to school, they will drive you too.

Your host parents will provide transportation to and from events a reasonable amount of the time. Give them plenty of notice if you need a ride and always ask politely.



Seatbelt use in cars is mandatory in Canada. If you are the only passenger in the car, it is customary to sit in the front seat.



Walking

Use sidewalks when they are available.

Cross the street at a corner and use crosswalk when they are available.



City Bus

You can use the city bus to get around the Central Okanagan. For routes, maps and general info go to the [BC Transit WEBSITE](#)



You can buy single tickets, 10 day passes or monthly passes for the city bus. The fares for each type of ticket can be seen here [FARES](#)



You can buy bus tickets and passes at many locations [WHERE TO BUY TICKETS](#)

Transportation

School Bus

Some students go to school by yellow school bus.



Your homestay coordinator will register you for the school bus if you are eligible.

Your host family will show you where to find the bus stop near your house.



SCHOOL BUS STOPS

You do not have to pay to ride the school bus.

SCHOOL BUS SAFETY



SCHOOL BUS RIDER RULES

Taxis and Rider Services

There are multiple taxi companies in the Central Okanagan. Download the Apps on your phone for faster service.



Kelowna Cabs 250-762-2222

Westside Taxi 250-762-4444

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

Current Taxi 250-864-8294

<https://currenttaxi.ca/>

URide

<https://www.uride.co/locations/kelowna>

Transportation

Riding with Friends

You can ride in a car with adults.

You can ride in a car with N drivers if you are the only passenger or if they are only driving their family members and you.

You **cannot** ride alone with L drivers.

You **cannot** drive when you are in the program.



Travelling Outside Area

The closest airport is Kelowna International Airport (YLW) <https://ylw.kelowna.ca>

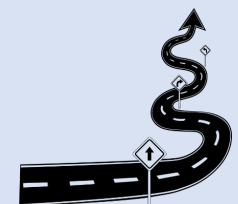


You need permission from our program to travel outside of the Central Okanagan.



Fill out a Travel Request Form when you are travelling:

- outside of BC or Canada with your host family or natural parents
- in BC with a supervisor who is not your natural parent, your host parent, or a school staff member
- in BC with a school field trip that is considered high risk (Level 4 or 5)
- alone for any portion of a trip



Download the travel form from the program website.

Submit completed travel forms to your homestay coordinator at least 2 weeks before your trip.

[Travel Request Form](#)

Other Information - *Community*

Money

Canadian currency has both coins and paper money.

There are 100 cents in one dollar.

Paper Money: \$100, \$50, \$20, \$10, \$5 bills.

Coins: 5¢ (nickel) / 10¢ (dime) / 25¢ (quarter)
\$1.00 (dollar/loonie) / \$2.00 (toonie)



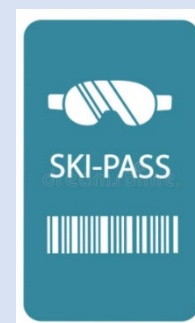
Big White Ski Resort Season Pass

Many students enjoy skiing and snowboarding in the winter months in the Central Okanagan. Below are instructions on how to purchase a season's pass from Big White. You will need parental permission confirmed through this process.

- Step 1: Students purchase the pass online
- Step 2: Parents email tickets@bigwhite.com stating that they have bought the pass online and need to sign the online waiver
- Step 3: The Big White ticket office will send the parents consent instructions.
- Step 4: Once this has been completed and verified Big White can update the student profile.
- Step 5: Students collect their passes in Canada at the Big White Ticket office.

Website: www.bigwhite.com

Your homestay parents and homestay coordinators can help you with this process.



High School Directory



George Elliot Secondary

Grades 9-12

Address: 10241 Bottom Lake Road, Lake Country

Phone: 250-870-5102

www.ges.sd23.bc.ca

Homestay Coordinator: Nathalie Messent

School Coordinator: Daphne Brown



Kelowna Secondary

Grades 10-12

Address: 1079 Raymer Avenue, Kelowna

Phone: 250-870-5105

www.kss.sd23.bc.ca

Homestay Coordinator: Nathalie Messent

School Coordinator: Lana Skelton



Mount Boucherie Secondary

Grades 9-12

Address: 2751 Cameron Road, West Kelowna

Phone: 250-870-5101

www.mbs.sd23.bc.ca

Homestay Coordinator: Lori McPhail

School Coordinator: Darren Pendergast



Okanagan Mission Secondary

Grades 9-12

Address: 4544 Gordon Drive, Kelowna

Phone: 250-870-5108

www.okm.sd23.bc.ca

Homestay Coordinator: Masao Matsubara

School Coordinator: Lynn Simpson



Rutland Senior Secondary

Grades 9-12

Address: 705 Rutland Road, Kelowna

Phone: 250-870-5110

www.rss.sd23.bc.ca

Homestay Coordinator: Wendy Burrige

School Coordinator: Julie Loveridge-Marks



Middle School Directory



Canyon Falls Middle School

Grade 6-8

Address: 1211 Frost Road, Kelowna

Phone: 250-870-5123

www.cms.sd23.bc.ca

Homestay Coordinator: Masao Matsubara

School Coordinator: Amanda Bourdon



Constable Neil Bruce Middle

Grades 6-8

Address: 2010 Daimler Road, West Kelowna

Phone: 250-870-5177

www.cnb.sd23.bc.ca

Homestay Coordinator: Lori McPhail

School Coordinator: Sheri Dodd



Dr. Knox Middle School

Grades 7-9

Address: 121 Drysdale Blvd, Kelowna

Phone: 250-870-5130

www.drk.sd23.bc.ca

Homestay Coordinator: Nathalie Messent

School Coordinator: Darcey King



Glenrosa Middle School

Grades 6-9

Address: 2974 Glen Abbey Place, West Kelowna

Phone: 250-870-5176

www.gms.sd23.bc.ca

Homestay Coordinator: Lori McPhail

School Coordinator: Stephanie Read



HS Grenda Middle School

Grade 6-8

Address: 10168 Kenschuh Road, Lake Country

Phone: 250-870-5124

www.hms.sd23.bc.ca

Homestay Coordinator: Nathalie Messent

School Coordinator: Michelle Relova





KLO Middle School

Grades 7-9

Address: 3130 Gordon Drive, Kelowna

Phone: 250-870-5106

www.klo.sd23.bc.ca

Homestay Coordinator: Nathalie Messent

School Coordinator: Emily Gingera



Rutland Middle School

Grades 6-8

Address: 715 Rutland Road, Kelowna

Phone: 250-765-2988

www.rms.sd23.bc.ca

Homestay Coordinator: Wendy Burrige

School Coordinator: Derek Markides



Springvalley Middle School

Grades 6-8

Address: 350 Ziprick Road, Kelowna

Phone: 250-870-5111

www.sms.sd23.bc.ca

Homestay Coordinator: Wendy Burrige

School Coordinator: Jasmeet Virk

