



Apex Language & Career College

LANGUAGE

IS POWER

**STAFF
HANDBOOK**

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Welcome to ALCC

This handbook will provide you with information about our school and our city. We are excited to have you study at ALCC and be a part of our diverse student body. Living and studying in a new country can be challenging, so our teachers and staff will help you adapt to your new environment. We will ensure that you achieve your academic goals and are prepared for future success!

Vision Statement

To provide for our students' future by achieving excellence in education through leadership, character and community partnership.

Mission Statement

ALCC is committed to providing all students with the tools to meet our educational standards while instilling healthy social skills. To develop the full potential of each individual to succeed in a global community.



Our School

Our History

Apex Language and Career College (**ALCC**) has helped students from over 40 countries around the world succeed in learning English and getting into university, college, or high school in Canada since 2000.

Accreditations

ALCC is a fully accredited member of Languages Canada, a learning institute designated by Canadian Immigration (our DLI code is 019330669492), and an authorized Imagine Education in Canada brand user.

Our Campus

We are located in downtown Halifax, Nova Scotia. Our address is **1526 Dresden Row, Suite 205**. Our phone number is 902-446-1818.

Updates

Please follow **ALCC** on our social media pages for updates about programs, events, school closures, and upcoming holidays.



Arrival Information

Arriving in Canada

When entering Canada as a student, you should always go to Immigration at the airport you land in, whether it is in Vancouver, Toronto, or Montreal. For this process, you must have the following documents ready:

- Passport
- Study Permit approval letter
- TRV or ETA (depending on your nationality)
- A copy of the school acceptance letter
- Confirmation of school enrollment
- Proof that you have enough money for your Canada stay
- Information about where you will live (address of the hotel, temporary residence or host family)

Remember to claim your luggage at point of entrance and go to the appropriate gate for your next flight to Halifax.

Arriving in Halifax

It is important to consider your flight's arrival time and day at the airport as some services aren't available after 10 PM and at weekends, there are fewer hours of operation. Gift stores and most food places close after 8 PM.

Public bus service has limited hours. Metro Transit Express bus # 320 can get you to downtown Halifax where you can connect with another bus to your destination.

You can take a taxi from the Ground Transportation booth near the passenger arrival area on the right. You can also book airport pickup with us.

For more information visit the Halifax Transit and Halifax Airport websites.

<https://www.halifax.ca/transportation/halifax-transit>

<https://halifaxstanfield.ca/>



About Halifax



1 The City

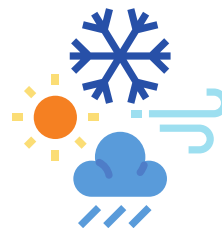
Halifax is the capital of Nova Scotia, a beautiful province on the east coast of Canada. Famed for its coastal scenery and the friendliness of its locals, Nova Scotia has the capacity to keep every kind of visitor, student or resident entertained. Halifax is an ideal city for its medium size, safety and accessible transportation.

It is one of the world's most beautiful harbors and an important maritime port on the Atlantic Ocean. There are numerous art galleries, theaters, and museums in Halifax. For more information on things to do in Halifax, visit the Discover Halifax website at <https://discoverhalifaxns.com/>

2 The Weather

The city of Halifax is known as one of the warmest in Canada. The summers are hot, and the winters are usually cold, snowy, and windy. Here are the average temperatures in different seasons:

- **Winter:** -10°C
- **Spring:** 10°C
- **Summer:** 25°C
- **Fall:** 15°C



The summer is short but enjoyable, with many outdoor activities and events. Nova Scotia is known as Canada's ocean playground because it has many beaches, lakes, and parks to explore.

Be prepared for the weather by checking the forecast before you go outside. In winter, the correct clothing can keep you warm, so you can enjoy all the activities the season has to offer. To stay warm in the winter, you need to wear snow boots, gloves, a hat, and a warm coat.

3 Entertainment

Depending on the season, Halifax offers a variety of indoor and outdoor recreational activities. You can visit museums, parks, cinemas and bars. You can find activities for all ages and something for every budget.

There is a wide variety of food options in Halifax. It is possible to find food from various parts of the world in this city. Whether you want table service or fast food, you'll find it all in downtown Halifax. It is customary to tip in Canada; how much you tip will depend on how satisfied you are with the service. If you were happy with the service, you would tip 15%; if you were unhappy, you would tip less.

4 Food and household items

Shop at local supermarkets for all your needs or visit farmers markets for fresh food to cook for meals. Some supermarkets offer student discounts on certain days of the week. Additionally, supermarkets and some specialty stores sell international items.

The following are some of the most popular stores:

- Atlantic Superstore
- Sobeys
- Walmart
- No Frills
- Dollarama



5 Shopping Centers

For everything from clothes, to books, to accessories visit one of our shopping malls here in Halifax. Here are some options for you to visit and shop away:

- Halifax Shopping Centre
- Park Lane Mall
- Scotia Square
- Bayers Lake Plaze
- Mic Mac Mall
- Dartmouth Crossing
- Sunny Side Mall
- Bedford Place Mall
- Bedford Commons



Getting Around

Within an hour, you can reach one destination from another in Halifax. In most cases, people travel by bus or car. Depending on where you live, you may be able to walk or ride a bicycle to school. Buses are operated by Halifax Metro Transit.

All major metropolitan areas, as well as Dartmouth, are serviced by these buses. If you wish to use the bus or ferry, you must purchase a ticket or a monthly pass. As the driver will not give change, you must give the exact value of the ticket when paying with cash. For more information on where to purchase the tickets and passes visit the Halifax Transit website at

<https://www.halifax.ca/transportation/halifax-transit/fares-tickets-passes/retail-ticket-sales>

You will receive a transfer from the driver once you pay or give your ticket. This can be used multiple times to ride any Halifax bus or ferry within 90 mins of receiving the transfer.

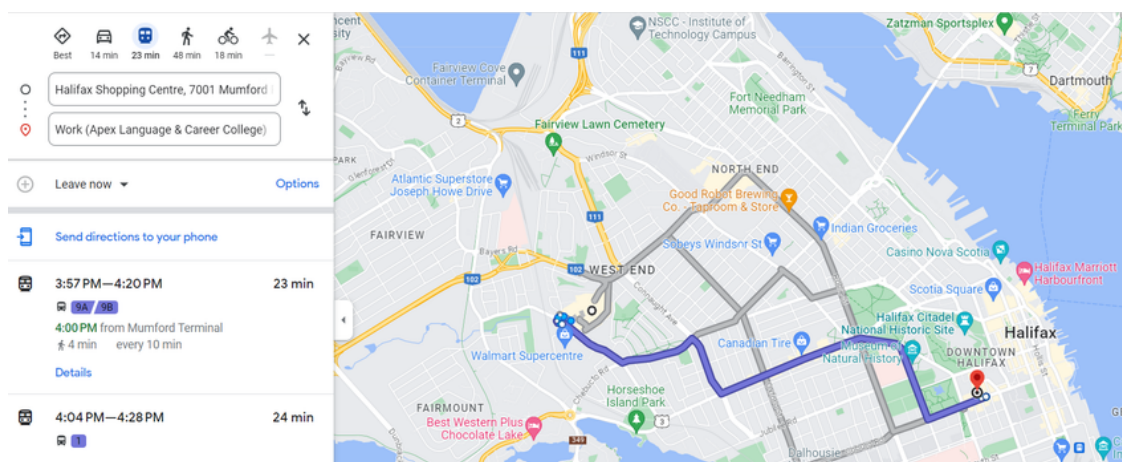
With the Google Maps app, you can find out which buses to take and how long it takes to travel to your destination.



Monthly bus pass



Single ticket



Google Maps app

Services

Identification:

To avoid carrying around your passport, we recommend that you get a Nova Scotia ID as a forms of identification in any establishment. Additionally newcomers can also get a Nova Scotia drivers license. You can get either of these at any Access Nova Scotia location. For more information please visit: <https://novascotia.ca/access-locations/>

Postal Services:

You can send or receive packages at your local post office. For more information about services, visit the Canada Post website: <https://www.canadapost-postescanada.ca/cpc/en/home.page>



Phone & Cable:

To purchase a home phone (landline) or connect to cable TV you can contact either Bell Aliant or Eastlink which are the two main providers of Nova Scotia.

Mobile:

To purchase a mobile (cellular) devices and/or a SIM card, data or accessories, you can contact one of the following providers:

- Bell Aliant
- Eastlink
- Koodo
- Rogers
- Virgin Plus



Utilities:

In Halifax, electricity is provided by NS Power and the water provided by Halifax Water. For more information about setting up a new account, visit their websites:

<https://www.nspower.ca/>
<https://www.halifaxwater.ca/>

Banking:

If you require any bank services, Halifax has several options. The major banks are listed below:

- Bank of Montreal (BMO)
- Royal Bank of Canada (RBC)
- Scotiabank
- TD Canada
- HSBC



Health and Safety

In the event that you suffer from a health problem while staying in Halifax, you have the following options:

- You can consult some pharmacies that offer care services if it is a minor discomfort like a cold or an injury.
- If you need to see a doctor, you go to a walk-in clinic. These clinics are on a first-come, first-served basis, so appointments are not available.
- In case of a more urgent health issue, you should go to a hospital emergency room or call 911.

All international students must have valid health insurance upon arrival to Canada. Health insurance is necessary to cover services such as hospitalization, general medicine, and medications. Check your company's coverage for medications, dentists, and vision care.

Call 911 in an emergency.

This number is for emergency and life threatening situations. If fire, police or ambulance services are needed call this number.

If you do not have an emergency, please call 902-490-5020 or 902-490-7252.

This number can be called when an officer is required to come to the scene but it is not an emergency.

Mental Health: 902-429-8167

The Mental Health Mobile Crisis Team (**MHMCT**) provides crisis support for children, youth and adults. Service offers telephone crisis support 24 hrs a day 7 days a week anywhere in Nova Scotia.

For more health services, visit the Nova Scotia Health Authority Website:

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



guard.me
International Insurance

Canadian Culture

In Canada, you will find people of many nationalities, religions, and backgrounds. Canadians are known to be friendly, respectful, and casual.

Here are some tips and recommendations to follow while in Canada:

- Keep an open mind and be sensitive to cultural differences.
- Be punctual at all events you attend. Lateness is considered disrespectful.
- Maintain eye contact when greeting and use a firm handshake.
- Use the first name when addressing coworkers, classmates and neighbors.
- Interrupting someone during a conversation is rude. Let the person finish speaking before intervening.
- If you do not understand a question you are asked or information you have been told, you can let the person know and ask them to repeat it.
- Be respectful of other people's personal space.
- Do not take photographs with your camera or cellphone of others without their permission first.
- If you are invited to someone's house for dinner, bring a gift as a thank you, whether it is a bottle of wine, chocolates, or flowers.
- Before walking into someone's home, remove your shoes.
- Canada prohibits smoking indoors. Ensure there are no "No Smoking" signs outside if you are smoking.
- Try to engage in small talk to get to know people better.
- Canadians are very polite, and words like "thank you", "please", and "sorry" are used often in conversations.
- Asking intrusive questions about peoples' personal lives is generally not appreciated.



Respect Policy at ALCC

Students should:

- Be respectful to teachers, staff and fellow students.
- Talk to teachers or staff if there are any problems.
- If you enter a class in progress, do not disturb the class.
- Participate in class and in school activities.

The following is not acceptable and will not be tolerated at ALCC:

- Discrimination in any form against another based on age, gender, race, religion, nationality, ethnic background or mental or physical ability.
- Use offensive or inappropriate language.
- Say or do anything that is disrespectful to others.
- Make any students or teachers feel unsafe.
- Use class time to talk about politics, religion or personal beliefs unless it is part of the lesson.
- Use drugs or alcohol at school.

Problem Resolution Policy

ALCC has a fair problem resolution policy. Kindly work through the steps provided in the list. If any step doesn't deliver the intended outcome, please proceed to the next one.

1. Students and staff at ALCC should try to find a solution to problems informally – by meeting and talking with the other person.
2. Talk to your teachers or any of the staff at ALCC about any problems or difficulties you have.
3. Put your complaint in writing to the Executive Director, who will gather information from parties involved in the problem.
4. The ED will meet with the people involved within 24 hours and give a written decision in 48 hours.
5. The CEO of ALCC will meet with the people involved in the problem and give a written decision within 48 hours.
6. Students have the right to appeal the decision in writing to Languages Canada.



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