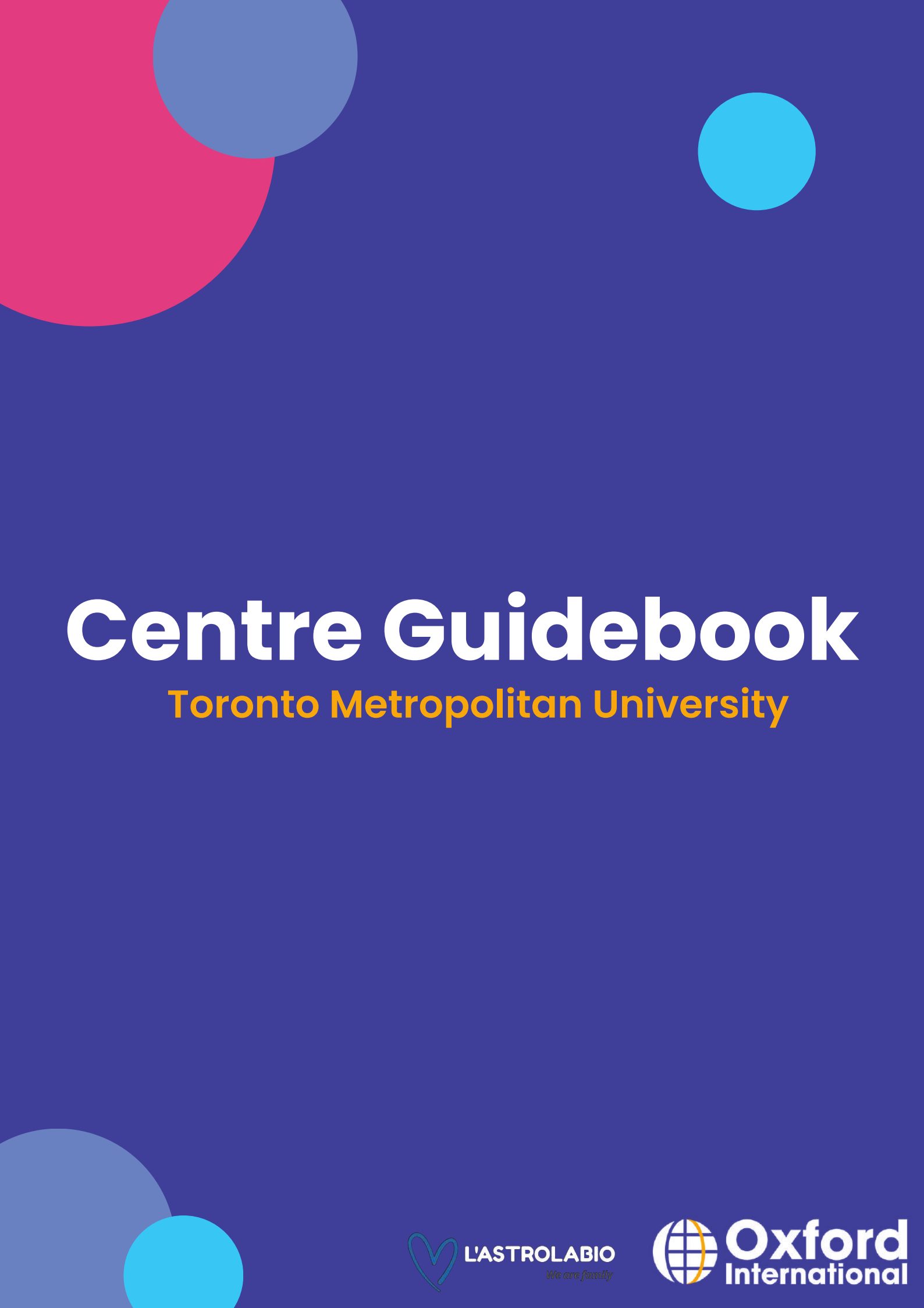




# Centre Guidebook

## Toronto Metropolitan University



L'ASTROLABIO  
*We are family*



# Oxford International Education Group

At Oxford International Junior Programmes, we aim to provide young students from all over the world with a safe, fun, friendly, and structured environment to improve their English language knowledge.

We are one of the top providers of junior programmes in North America. Oxford International Junior Programmes is part of the Oxford International Education Group (OIEG), founded in 1991 as ISIS Education and Travel by David Brown and Robert Darell. Oxford International has grown to be one of the top 10 businesses sponsored by the Prince's Trust after it provided OIEG with a £5,000 loan.

OIEG now offers a huge range of university pathways, spring, summer, and year-round academic programmes, and educational tours. Our programmes have grown steadily in size and popularity, and we now run 14 centres in the UK and 6 centres in North America, welcoming over 10,000 students.

We create life-enhancing learning experiences that help students worldwide to develop personally and professionally and that enrich their future opportunities.



Founders David Brown and Robert Darell meeting HM King Charles III

## About TMU

Located in the heart of Toronto, Ontario, Toronto Metropolitan University (TMU) is a vibrant and diverse university offering more than 100 undergraduate and graduate programs. With international students from over 146 different countries, TMU's campus community is rich with culture and diversity.

In the last five years, research funding and publications have doubled at TMU! There are over 190 local, national, and global funding partners and collaboration between over 125 centres and institutions. TMU's downtown location opens the door to a world of opportunity. Students are just minutes away from popular tourist sites, trendy neighbourhoods, and much more!

# Staff at Your Summer Centre

## Activity Manager (AM)

The Activity Manager is responsible for all aspects of the Activity Programme. You should meet with them at least 2 or 3 times a week to ensure everything is going okay with your programme. They will also be able to help arrange optional excursions and make additional bookings for you.

## Director of Studies (DoS)

The Director of Studies is responsible for the academic management of the centre and ensuring the teaching and learning component of the programme is delivered to the highest possible standards.

## Activity Leaders (AL)

The Activity Leaders are responsible for running everything outside the lessons! This includes onsite activities, excursions, meal duty supervision and airport transfers.

## Centre Manager (CM)

The Centre Manager is responsible for the smooth running of the centre. Our Centre Managers are chosen for their experience, professionalism and personalities, and you will have daily contact with them.

## EFL Teacher/ Senior EFL Teacher

Teaching staff are responsible for planning and delivering lessons from the OIJP Syllabus. Some centres will also have 1 to 2 Senior Teachers who teach 50% of the time and spend the remainder of their time providing academic support to the teachers and DoS.

## Assistant Activity Manager (AAM)

The Assistant Activity Manager assists the AM with all aspects of the activity programme, ensuring the onsite activities are inspiring, dynamic focused and enjoyable, they also assist the AM with the excursion itineraries.



# The Airport

On arrival at the airport, you will be met by one of our Activity Leaders, who will welcome you to Canada. The Activity Leaders will be wearing a red T-shirt with the Oxford International Junior Programmes logo so you can easily recognize them.

The Activity Leader will accompany you by coach to your centre. When you arrive at your centre, a management team member will be waiting to greet you. You will receive a welcome pack with your specific programme, registration forms, lanyards, student ID, and the optional booklet.



## Arriving at TMU

When you arrive at Toronto Metropolitan University (TMU) you will be shown to your accommodation. All rooms at TMU have a single bed within a 4-bed apartment with shared washroom facilities. Bedrooms include a bed, wardrobe, desk, chair and lamp for each student. Linens are provided once upon your arrival, which you may wash throughout your stay.

At Oxford International we aim to room your students in line with your needs. If you would like to keep your group together (regardless of gender) please let us know in advance. It may also be possible to keep your group together in the same building but split the group across different floors/corridors by gender. If there are students in your group who are a different gender to yourself but you are the only group leader, those students will be supervised by a member of OIEG staff. Once at the accommodation you will be shown your bedrooms and given your room key. One of the Oxford International staff will escort your group on a tour of the campus and highlight all the key locations you will use during your stay. Please note if you arrive on campus during the morning there may be the possibility that your room is still being cleaned. If this is the case we will show you to the common room where your group can relax.



# The Centre

## Postal Address:

Full Name  
Oxford International Junior Programmes  
c/o 288 Church Street  
Toronto, ON  
M5B 1Z5  
Canada

- Please ensure the letter/package is clearly labelled with Oxford International Junior Programmes.

## Laundry:

- Laundry services are available in the residence. (\$3.50 wash + dry)
- Laundry cards can be bought at the front desk.
- Detergent can be purchased from the OIEG Management team.
- Group Leaders will help students organize their laundry time with OIEG staff.

## Computer Access:

Free Wi-Fi is available across campus and in each floor lounge and on the main floor. Free wired internet is available in every residence room.

## Shop/Café:

There are a number of eateries across TMU campus, including fast food, cafes, and general stores to meet everyone's needs!

## Security:

The university's own security patrol the campus 24/7 with campus-wide CCTV. No safes in rooms but the Centre Manager's office safe can be used by Group Leaders to store money/passports securely upon request.

## Food:

Breakfast: 07:30 - 08:30

Lunch: 12:30 - 13:30

Dinner: 18:00-19:00

Students should clear away their food trays at the end of their meal.

## Facilities:

Every floor in the residence has a lounge equipped with a TV, seating area, and kitchenette. These can be used for relaxing and socializing in the evening. Often group leaders use this area as an evening meeting point or rehearsal space.

## Local Transport:

Toronto has a very comprehensive public transit system made up of trains, buses, and streetcars. You can buy tickets per ride or daily, weekly, or monthly passes. If you require assistance with public transit, please ask a staff member!

## Room Key Policy:

Rooms in the residence must be locked each time you leave. Simply insert and remove the key once you have closed the door! Lost keys can be replaced for a fee of \$20.

## Bank/Post Office:

There are some ATMs located on campus, and there are banks very close by. There is a mail room on campus and a Canada Post located about a fifteen-minute walk away.

## Hospital/Doctors:

There is a medical centre on campus. This is advised for minor injuries and sicknesses. There are three nearby hospitals in the case of a serious emergency.

- St Michael's Hospital: 30 Bond St.
- Mount Sinai Hospital: 600 University Ave.
- Toronto General Hospital: 190 Elizabeth St.

Please only go to the hospitals in cases of emergency

## Religious Centres:

There are various Churches, Mosques and Synagogues nearby via public transportation. Please ask a staff member to help you find one if you require assistance.

## Fire Drills + Fire Safety:

Fire drills are a safety requirement. We may not know in advance when these will occur but will guide you through if one takes place during your stay. During a fire drill, students should leave all their belongings behind and evacuate the building as quickly as possible. Please ensure that all of your students have left their rooms and stand at the designated evacuation point outside. There will then be a roll call. During a fire drill, everyone must remain quiet for safety and to ensure everyone hears the instructions.

## In the case of a fire:

- Raise the alarm
- Use the stairs (not the elevator)
- Ensure your students do not run out of the building.
- Find the nearest fire exit (follow the exit signs) and leave the building safely.
- Go to the nearest fire safety point.
- Do not re-enter (or encourage your students) to re-enter the building until authorized to do so.

## Curfew:

- Quiet hours begin at 10 pm.
- Evening curfew is 10:30 pm.
- All students must be in their accommodation by this time. They must be in bed with lights off by 10:30pm. We ask that you monitor your own students. If you are in a corridor with other students making noise after this time, please report it to the CM.

# Student Code of Conduct

- Speak English at all times
- Be polite and friendly to everyone on campus
- Listen to all instructions
- Be on time
- Always ask if you need help
- Respect other people's possessions, cultures, and customs
- No alcohol. It is illegal for anyone under 19 to purchase alcohol in Canada
- No smoking. It is illegal for anyone under 19 to purchase cigarettes in Canada
- No chewing gum
- No swearing or foul language
- No vandalism. Any damage to property will be charged for
- No bullying or violence. There is a zero-tolerance policy for this kind of behaviour



# Student Packing List

The summer weather in Toronto is very pleasant and consistent. The average daily temperature is 24°C but the temperature at night is cooler. Rain is rare, but the sun can be stronger than it seems due to the mild temperature. For this reason, we recommend students bring sunscreen and bottles for water.

## Documents

- Passport and copy of it (email copy to yourself)
- Visa document and copy of it (if required)
- Insurance documents
- A copy of any medication prescriptions in case of emergencies
- CAD currency

## Technology

- Phone/iPod/iPad/Tablet + chargers (we recommend you only bring one of these items)
- Headphones
- Camera and camera charger
- Plug converter/travel adapter

## Everyday Essentials

- Medication
- Toiletries, washing and sanitary essentials
- Toothbrush and toothpaste
- Towel
- Hairbrush/comb/hairstyle
- Sleepwear, socks and underwear
- Glasses/contact lens equipment
- Water bottle
- Plastic bags for dirty laundry or wet items

## Excursions

- Casual, comfortable clothing
- Umbrella
- Sun protection (cream, spray, lotion)
- Quality rain/wind-proof jacket
- Secure handbag/backpack/travellers wallet
- Sunglasses
- Appropriate footwear for walking

## Onsite Activities

- Tracksuit/jogging pants for sport and sneakers
- Costumes for social events
- Swimming Costume and Towel

## What Not to Pack

We can only guarantee the carriage of **one suitcase** and **one small carry-on** luggage (not suitcase) for airport transfers. If you anticipate that you will need to bring more suitcases than this, please let us know in advance. If we are not informed in advance an extra charge might occur if an extra coach needs to be arranged on arrival.

- Bedding (bed sheets, pillows)
- Expensive electronics/valuables
- Too many clothes



# Excursions

## Toronto Attractions

Toronto offers a variety of local attractions, including CN Tower, Ripley's Aquarium, Fort York, Toronto Zoo, Casa Loma, Royal Ontario Museum, and more. You can learn history of Canada at Fort York and you can also enjoy the amazing view at CN Tower. Check out your social program for the fantastic spots you will be visiting.

## Niagara Falls

Niagara Falls is a geological wonder and one of the most famous waterfalls in the world! Many groups will have the opportunity to visit Niagara Falls as a weekend day trip. We recommend that students bring a change of clothing in case they get wet on the Hornblower boat ride.



## Walking Tour

Our walking tour of downtown Toronto will feature Yonge-Dundas Square, Union Station, City Hall, and more! We have all groups go on the walking tour on their first day of class so they can familiarise themselves with the downtown area, learn about the city, and get their first taste of Toronto

## Lunches

At TMU, you will receive:

- Packed lunches during the full day excursions.
- You will also have a packed lunch on your Optional Day.

## Our Activity Leaders ask you to...

- Only take photos when advised to do so
- Keep together as a group
- Don't stop for toilet or food breaks
- Stay vigilant of on-coming traffic
- Don't block the pavement
- Walk at a brisk pace
- Don't talk over the guides
- Wear your lanyard at all times
- Ask lots of questions!



# Onsite Activities

## Challenges

Challenges are great activities that encourage students to work in teams. All challenges are stimulating problem-solving tasks designed to help group members develop their capacity to work effectively together. Challenges at your centre could be team challenges, a photo challenge, etc. Unfortunately, as challenges are a mystery before running the activity, not much information can be revealed in advance!

## Sports

Sports sessions are designed for all students to have a good time. The structure of most of the sessions will include a warm-up, improving skills, and final games. Otherwise, a tournament structure will be followed. Sports can include running club, basketball, and dodgeball. It is important that students wear suitable sports clothes and footwear for sports sessions.

## All Campus Activities

These activities will involve all students at the centre to participate; it will be an excellent opportunity for students to get to know each other and learn about other cultures. Discos are usually the most popular night with the students, and they may be themed as Union Jack disco, festival disco, and the last disco theme will be decided at the centre; it's up to the students! The talent show is the perfect opportunity for students to show off their music, dance, and drama skills. This activity is incredibly popular, and even staff may prepare an act to display on the night! Don't forget the international night, where you will be able to share your culture and background with all other students!

## Workshops

Workshops are alternative activities for those students who prefer more creative and relaxing sessions. These workshops focus on specific skills, so each session will be based on a particular theme. Students will be able to participate in a group mural, a drama workshop, and a self-portraits workshop amongst others. These activities will encourage students to be creative and improve their artistic skills, as well as learning specific vocabulary.



### Sign Up Activities:

To ensure students take part in onsite activities, they will now need to sign-up in advance and a register will be taken at the beginning of each activity.



# Group Leaders

## Group Leader Meetings

Group Leader meetings are essential for the smooth running of a residential centre. These are the perfect times to raise any issues you may have. There will be a meeting on your first morning at the centre (or the day after arrival) where you will receive all the essential information about the first few days and will be introduced to all members of the Senior Staff.

Information we will give you at this meeting:

- Centre specific contact details
- Meeting times and points
- Programme details
- Lessons and excursion procedures

## As Group Leaders We Promise To...

- Attend all meetings with OIEG staff
- Ensure that our students are punctual and attend all lessons, excursions and activity sessions
- Supervise students on excursions, in their accommodation, and during meal times
- Report any allergies/medical issues to the Centre Manager on arrival at the centre
- Maintain a lively, courteous and friendly atmosphere throughout the whole programme
- Help reinforce English-only policy
- Report any issues with the programme/campus during the stay rather than waiting until we are home!
- This way OIEG can work together to fix it as soon as possible
- Have fun!



# Optional Excursion Booklet

We love our summer programmes and think they are brilliant as they are, but we also know that for some students, it is a long journey to travel to Canada. For this reason, we have different optional excursion booklets available. These booklets contain information about destinations in Toronto and attractions you can visit there. If you would like, supplement your programme by purchasing one of these entrances/excursions 4 weeks before the trip. You should have received the Excursions Booklet in your Welcome Pack; if not, please also refer to your Activity Manager for more information.



Please note this is a sample programme.

Please refer to your Welcome Pack for your personalised itinerary.

# Sample Programme

## Sample Programme - Toronto

| Group Name    |      | *2 week Sample Residence Programme 2023                 |                                                     |                                                      |  |
|---------------|------|---------------------------------------------------------|-----------------------------------------------------|------------------------------------------------------|--|
| Students      |      |                                                         |                                                     |                                                      |  |
| Group Leaders |      |                                                         |                                                     |                                                      |  |
| Date          | Days | Morning                                                 | Afternoon                                           | Evening                                              |  |
| 2-Jul         | Sun  | <b>Breakfast</b><br>Airport:<br>Flight Number:<br>Time: | <b>Lunch</b><br>Airport:<br>Flight Number:<br>Time: | <b>Dinner</b><br>Airport:<br>Flight Number:<br>Time: |  |
| 3-Jul         | Mon  | Placement Test and Induction                            | Downtown Walking Tour                               | International Night                                  |  |
| 4-Jul         | Tue  | Lesson                                                  | History of Canada and Fort York                     | On-site Activities                                   |  |
| 5-Jul         | Wed  | Lesson                                                  | Shopping at Eaton Centre                            | Photo Scavenger Hunt                                 |  |
| 6-Jul         | Thu  | Lesson                                                  | Legislative Assembly of Ontario Tour                | On-site Activities                                   |  |
| 7-Jul         | Fri  | Lesson                                                  | Oxford Beach Olympics                               | Workshops                                            |  |
| 8-Jul         | Sat  | Full-day excursion to Toronto Islands                   | Full-day excursion to Toronto Islands               | On-site Activities                                   |  |
| 9-Jul         | Sun  | Full-day excursion to Niagara Falls                     | Full-day excursion to Niagara Falls                 | Chill Club                                           |  |
| 10-Jul        | Mon  | Lesson                                                  | High Park                                           | Talent Show                                          |  |
| 11-Jul        | Tue  | Lesson                                                  | CN Tower                                            | On-site Activities                                   |  |
| 12-Jul        | Wed  | Lesson                                                  | Graffiti Alley, Chinatown, and Kensington Market    | Art Gallery of Ontario                               |  |
| 13-Jul        | Thu  | Lesson                                                  | Ripley's Aquarium                                   | On-site Activities                                   |  |
| 14-Jul        | Fri  | Lesson                                                  | Sports and Swimming at Beach                        | Team Challenges                                      |  |
| 15-Jul        | Sat  | Optional Excursion / On Campus Activities               | Optional Excursion / On Campus Activities           | Farewell Disco                                       |  |
| 16-Jul        | Sun  | Airport:<br>Flight Number:<br>Time:                     | Airport:<br>Flight Number:<br>Time:                 | Airport:<br>Flight Number:<br>Time:                  |  |

### Example activities available at your campus:

| Challenges                                                                                 | All Campus Activities                                                                           | Sports/High Energy                                                                                           | Workshops                                                                                                                                                                                             |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Photo Challenge<br>Team Challenges<br>Egg Drop<br>Water Challenges<br>Battle of the Brains | Disco<br>Manhunt<br>Scavenger/Treasure Hunt<br>International Evening<br>Karaoke/Lip Sync Battle | Soccer<br>Basketball<br>Running Club<br>Badminton<br>Volleyball<br>Dodgeball<br>Softball<br>Capture the Flag | Singing<br>Drama/Dance<br>Fine Art<br>Group Mural<br>Self Portraits<br>Still Life<br>Stomp<br>Fashion<br>Beauty Night<br>Photography<br>Jewellery Making<br>Outdoor Art Class<br>Comic Strip Workshop |
| Interactive and Relaxing                                                                   |                                                                                                 | Optional Mini Excursions                                                                                     |                                                                                                                                                                                                       |
| Chat Room<br>Film Night                                                                    | Chess Club / Reading Club<br>Video Game Night                                                   | A number of optional mini excursions will be available from your campus for a small charge.                  |                                                                                                                                                                                                       |

\*Sample programme for illustrative purposes only. Programmes may vary due to dates, students numbers, or weather

# Meet the Team at Head Office

The Oxford International team will be visiting the centre on a regular basis. Here are some bits about them; if you see any of them on campus, don't forget to say hi!



**Esmeralda**  
Partnerships &  
Admissions Senior  
Manager, Junior &  
Group Programmes  
NA, OIEG



**Nathalia**  
Operations Manager,  
Junior & Group  
Programmes NA, OIEG



**Vincent**  
Junior & Group  
Programs Director,  
OIEG



**Alex**  
Vice President -  
Language Programs and  
Client Services

# Frequently Asked Questions

## What happens if someone loses their passport?

We strongly advise that passports are stored safely in the accommodation and remain there. If a passport is lost, the Group Leader will need to accompany the student to the embassy of their home country where they will be issued with a temporary replacement or a permit to travel. The CM will be able to help locate the embassy and print any forms that might be helpful. We recommend that you have a photocopy of every student's passport as a backup.

## What happens if a student is lost on an excursion?

The first thing to do is to contact the student on their mobile. If this is possible, then a member of OIEG staff will collect the student whilst you wait with the rest of the group. If they are uncontactable, the Activity Leader will get hold of the CM, who will in turn contact Head Office. Every student is issued with an 'Emergency Number' lanyard. Students should call this number if lost and it will be answered by a member of Head Office.

## How do students participate in onsite activities?

In most centres, a meeting point is set for activities. All activities and excursions will be advertised on the activity noticeboards and during mealtimes. Students can choose which activity they want to participate in. To ensure students take part in onsite activities they will now need to sign-up in advance and a register will be taken at the beginning of each activity.

## Can students lock their rooms?

Yes. At TMU students will be able to lock their rooms. Corridors can be accessed by individual secure key cards. We ask that students take particular care of their keys/key cards as room 'lockouts' take a significant amount of time to rectify. If a key is lost, there will be a charge for its replacement.

## What happens on departure day?

Prior to your final day on campus, Group Leaders will be invited to attend a departure meeting where the full procedure is explained. At this point Centre Managers will indicate the time the group needs to be at the coach (which will arrive at the airport with at least 3 hours to check-in, go through security and reach your gate).

## When can my students do their laundry?

The Centre Manager will provide every Group Leader with a schedule so that your students have a reserved time to do their laundry. As there are multiple groups staying at the Residence, it is the Group Leader's responsibility to ensure students are abiding by the laundry schedule.

## Can my students be taken off campus/programme by a member of their family?

We are happy to have parents or relatives visit the centre as long as they contact the centre in advance to arrange this. It is also possible to have a parent or relative take a student out of the programme for a short time. Parental approval must be sent to the centre email in advance. Original ID of the adult taking them from the centre will be photocopied on arrival. Relatives who accompany the student away from the centre will be asked to sign an 'Unscheduled Activity' form and will need to leave a contact number in case of an emergency.

## What should we do if there is a problem with a bedroom?

All accommodation blocks are checked prior to the students' arrival; however, if you do notice a problem when you get to the centre, it is essential you report this straight away. Please make sure to notify the Centre Manager, the CM will ensure the request is passed onto the maintenance staff at the hosting university.

## What do I do if a member of my group has food allergies/dietary requirements?

The campus catering staff are very experienced in catering to all kinds of allergies or dietary requirements. During our 30 years of operation, we have never had a problem with allergic reactions to food prepared on campus. In order for this to continue to be the case, we ask that you alert us to any allergies/requirements as early as possible. The admissions team should be notified before arrival.

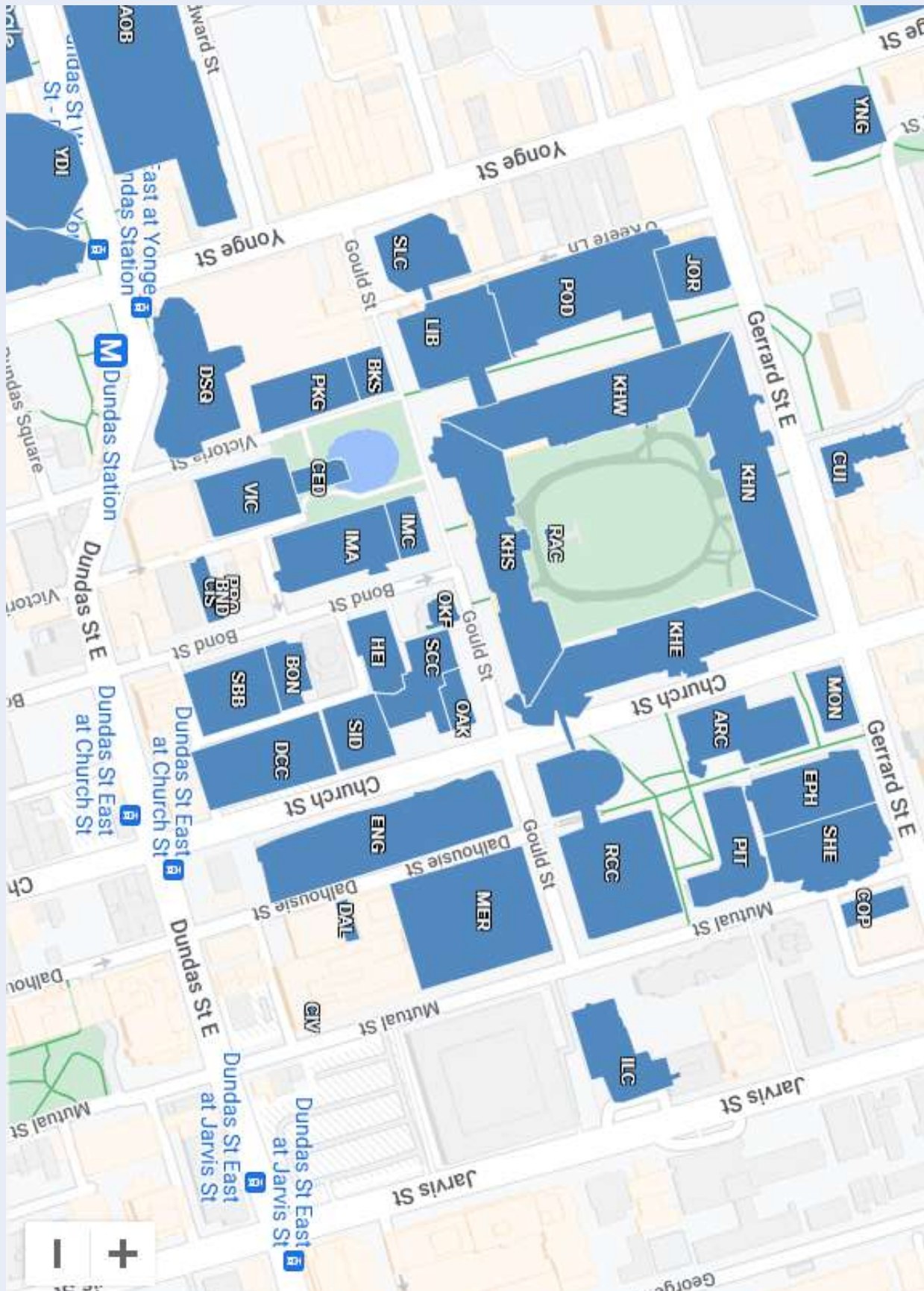
## What happens if a student is sick?

All sick students should be referred to the Welfare Manager or Centre Manager. If deemed necessary, the Group Leader or a member of OIEG staff will escort the student to a GP or hospital. If this does happen, the student must take their passport and any medical insurance documents with them in the instance that they may be required.

## Do you have any other questions?

Please do not hesitate to contact the sales team or our OIEG staff if you are on campus!

# Campus Map





**L'astrolabio srl**

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