

VANCOUVER INFORMATION GUIDE FOR VISITORS

8

NEW EMPLOYEES



"If you would like assistance, I will be happy to speak to you" ~ Kathryn Tel: 604-775-8200

SOURCES

Canada Post http://www.canadapost.ca/tools/pol/bin/response.asp?

searchType=quick&count=1&language=English&Check Boxes=&pageType=Results&postalcode=V6E2E9&stree tnumber=&streetname=&streettype=&municipality=&

http://www.imtgroups.com/Education-canadian.html

province=Select...&submit1.x=20&submit1.y=9

Canada Revenue Agency http://www.cra-arc.gc.ca/visitors/

Canadian Heritage http://www.pch.gc.ca/progs/cpsc-ccsp/jfa-

ha/index_e.cfm

Google Maps http://maps.google.com

International Media of Thought (IMT Groups)

Time and Date.com http://www.timeanddate.com/calendar/index.html?yea

r=2011&country=27

Tourism Vancouver http://www.tourismvancouver.com/visitors/

Translink http://www.translink.bc.ca/

Why Vancouver.com http://www.whyvancouver.com/shopping-in-

vancouver.html

PLEASE NOTE: While every effort is made to provide accurate and reliable information, COL cannot be held liable for any actions and results that may occur from use of this guide.

ACKNOWLEDMENTS

COL would like to give special thanks to Ruvani Ameresekere for originating the idea for this document.

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(Courtesy of Tourism Vancouver)

WELCOME TO VANCOUVER, CANADA



The Commonwealth of Learning welcomes you to the City of Vancouver which was voted "Best City in the Americas" for 2004 and 2005 by Condé Nast Traveler magazine, based on the categories of ambience, friendliness, culture and sites, restaurants, lodging, and shopping.

Vancouver is a dynamic, multicultural city set in a spectacular natural environment. No matter what time of the year you visit, there are indoor and outdoor activities to please everyone to no end.







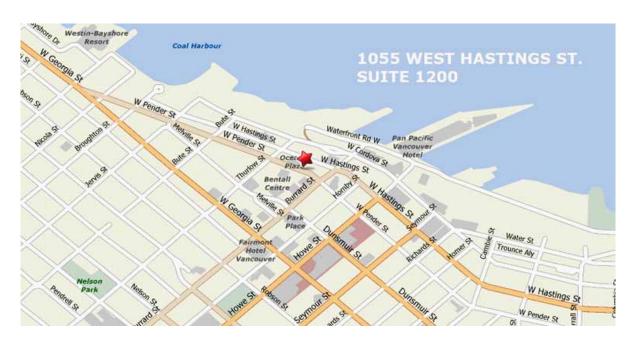
(Courtesy of Tourism Vancouver)

Further information and maps of Vancouver may be obtained from the following location. Most of the immediate information you need is included in this package for your convenience.

Vancouver Touristinfo Centre Plaza Level, 200 Burrard St. Vancouver, British Columbia Canada V6C 3L6

Tel: 604.683.2000 Fax: 604.682.6839

COL's location:



(Courtesy of Google Maps)

VANCOUVER ACCOMMODATION

(Courtesy of Tourism Vancouver)

There is a hotel in Vancouver for every preference.

Average room rates are just over \$100 CDN, but rooms can go for as little as \$60 or as much as \$1000 a night, depending on your needs. There are hotels, motels, bed & breakfasts and hostels. COL usually makes accommodation arrangements for their visitors. If you wish to explore more options, please read the information pamphlet on hotels which is included in this package. Accommodation located outside of the downtown core is generally less expensive.

VANCOUVER TRANSIT SYSTEM

(Courtesy of Tourism Vancouver and TransLink)

The Vancouver transit system, TransLink, is made up of a network of buses and unique services such as the SeaBus (passenger ferry) and SkyTrain (light rail). TransLink provides transit services covering over 1800 square kilometres of the Lower Mainland of Vancouver - getting around the city can be convenient, easily accessible and often provides beautiful views of the city!

If you need more information you could contact TransLink, by Telephone 604.953.3333 or visit their website at www.translink.bc.ca .

Buses

Coast Mountain Bus Co. operates TransLink's bus services, running the busiest routes from 5 a.m. to 1 a.m. It also operates the popular cross-harbour passenger ferry service, SeaBus.

SkyTrain

SkyTrain, a completely automated light rapid transit system, offers fast, efficient service between downtown Vancouver and the eastern suburbs. SkyTrain stations and cars are wheelchair/bicycle accessible and are closely linked with bus service at almost all stations. SkyTrain operates daily, every two to five minutes.

Seabus

The SeaBus is a unique, passenger-only, wheelchair and bicycle accessible ferry service that connects Vancouver from Waterfront Station to Lonsdale Quay on the North Shore. The scenic crossing of Burrard Inlet takes 12 minutes and offers a lovely perspective of the city, sea and mountains.

Westcoast Express

The commuter train service, West Coast Express, links several outer/eastern suburbs to downtown Vancouver. Early morning services run westbound from Mission and late afternoon services eastbound from Vancouver, Monday to Friday only.

Fares

Greater Vancouver is divided into three fare zones for all transit services (with the exception of West Coast Express). Zones are in effect each morning until 6:30 PM Monday to Friday.

One Zone: \$ 2.50 Adults / \$ 1.75 Concession
 Two Zone: \$ 3.75 Adults \$ / 2.50 Concession
 Three Zone: \$ 5.00 Adults \$ / 3.50 Concession

Off Peak (No Zones) \$ 2.50 Adults / \$ 1.75 Concession

Concession Fare Eligibility:

• Children 5-13 years of age (4 and under ride FREE)

Students 14-19 years of age with valid TransLink GoCard

Seniors 65+ years with proof of age

Day passes available at Vancouver Touristinfo Centre or at fare dealers throughout the city.

Day Passes	Zone	Adult	Concession	
All day 7 days a week	All Zones	\$9.00	\$7.00	

For long term travel a 1 month bus pass or a fare saver ticket booklet may be purchased from any corner store, Seven Eleven, London Drugs, Shoppers Drug Mart, Safeway or IGA Supermarket and several other "Fare Dealers". The larger stores will accept credit cards for payment, but the smaller ones generally insist on cash.

Fare Saver Tickets Book of 10 tickets	Zone	Adult	Concession
Regular Fares	1 Zone	\$19.00	\$16.00
Weekdays from start of service to	2 Zone	\$28.50	N/A
6:30pm	3 Zone	\$38.00	N/A

1 month Pass	Adult	Concession	Commuter Savings*
1 Zone	e \$73		\$27
2 Zone	\$99	\$42	\$51
3 Zone	\$136		\$64

^{*}Savings based on the cost of 20 regular adult cash return trips

Note: Remember to validate your ticket. Keep your ticket, as it is valid for 1-1/2 hours from time of validation, and can be used at multiple times and in any direction within the 1-1/2 hours (for example, if you may be able to complete a round-trip on a single fare. Should you purchase a ticket on the bus, public buses do not give change. Please carry exact change.

DINING IN VANCOUVER

(Courtesy of Tourism Vancouver)

Vancouver's restaurant scene has exploded in the past few years offering world-class cuisine from every corner of the globe. Fine dining, casual or family friendly restaurants are easily accessible throughout Metro Vancouver.

A Restaurant guide is included for your information.

TIPPING

(Courtesy of Tourism Vancouver)

Tipping is very much a part of Canadian lifestyle. Restaurant servers expect as much as 15-20% of your total bill for acceptable service. Many cafeteria-style and fast-food outlets place a jar for tips on the counter. It is somewhat less common for patrons to tip at these establishments.

Hotel and airport porters and taxi drivers also expect tips, as do hair stylists (who are not owners of the shop) and hotel housekeepers, although tipping the housekeeper is less common.

Tipping is never a requirement and is almost never added to a bill, the only exception being in the case of catering for large numbers.

WEATHER CONDITIONS AND WHAT TO WEAR

(Courtesy of Tourism Vancouver)

As we are located in a rain forest, rainfall (sometimes heavy) can be expected at any time of year in Vancouver and can last for several hours, or days, at a time!

Summer

Vancouver enjoys warm, comfortable summers that are rarely scorching. June to August daytime temperatures linger just above 20° Celsius (70° Fahrenheit). Evenings, especially in the surrounding mountains, can be cool, so it's best to pack a light jacket and sweater.



Autumn

Autumn (Fall) is very mild with summer-like weather often stretching into October. By November, the air turns crisp in the mornings and leaves start to fall. Bring warm, waterproof clothing if visiting at this time of year, and expect to see some colourful fall foliage!



Winter

Our winters are mild and wet - it rarely snows in this part of Canada except, of course, at our local ski hills. From November to February, temperatures average from 0° to 5° Celsius (around 45° Fahrenheit). To stay cozy and dry, you'll need warm clothes, a raincoat and an umbrella. Waterproof footwear is always a good idea.



Spring

The fresh spring air blows in early to our coastal city. By February or March, you'll see early crocuses and daffodils popping up, quickly followed by an eruption of spring blossoms. Active locals suddenly emerge from hibernation, flooding the streets on bicycles, inline skates, and running shoes. Pack light clothing along with a few sweaters for good measure.



Average Daily High Temperatures (in Vancouver):

Month	Celsius	Fahrenheit
January	5	42
February	7	44
March	10	50
April	14	58
May	18	65
June	21	69
July	23	74
August	23	74
September	18	65
October	14	58
November	9	48
December	6	43

CURRENCY

(Courtesy of Tourism Vancouver)

We recommend all visitors use Canadian currency when traveling within Canada. Visitors can exchange currency at Canadian chartered banks, trust companies, credit unions, or at offices of foreign exchange brokers, but it is advised to have local currency on hand prior to arriving. Some hotels, merchants, restaurants and suppliers accept US or other foreign currency at a pre-determined rate, which may differ from the daily rate posted by financial institutions.

- Canadian one dollar coin ("loonie") (\$) = 100 cents
- Canadian two dollar coin ("toonie") (\$) = 200 cents
- Notes are in denominations of \$100, \$50, \$20, \$10, \$5
- Coins are in denominations of \$2, \$1, \$0.50 (rare), \$0.25, \$0.10, \$0.05, \$0.01

Travelers Cheques

Travelers cheques in Canadian dollars are a safe and convenient way to carry money. They are widely accepted and can be cashed at points of purchase, banks or foreign exchange brokers. Identification may be required when cashing travelers cheques.

Credit Cards

Most major credit cards are widely accepted, but visitors are always advised to check with the vendor before a purchase is made.

Banking

Regular banking hours in Canada are generally 9:30 a.m. to 4:30 p.m., Monday to Friday, with extended hours including weekends at some locations. Most branches of Canadian chartered banks, particularly in major centres, are equipped to exchange foreign currency as well. Several major European and foreign banks have offices in Vancouver, and will handle some foreign currencies directly.

Most banks have automatic teller machines, which can be accessed 24 hours a day, using bank or credit cards on major international banking networks such as Cirrus, Plus and Interac to disperse local currency.

Note: ATMs may charge an additional fee for non-card holders of that bank. Standalone ATMs (not directly affiliated with a bank) will always charge an additional fee.

HEALTH SERVICES - Nearby walk-in medical offices

(Courtesy of Tourism Vancouver)

Stein Medical Clinic

Address: 188 - 550 Burrard Street

Vancouver, BC V6C 2B5

Phone: 604.688.5924

URL: <u>www.steinmedical.com</u>

Ultima Medicentre

Address: 1055 Dunsmuir, Box 49324

Vancouver, BC V7X 1L4

Phone: 604.683.8138 Fax: 604.683.8128

Care Pointe Medical Centre

Address: 1123 Davie Street

Vancouver, BC V6E 1N2

Phone: 604.915.9517 Fax: 604.915.9512

URL: http://www.carepoint.ca

Address: 711 West Pender

Vancouver, BC V6C 3T2

Phone: 604.687.4858 Fax: 604.687.4860

Eye Care

A prescription is required for specific eye care needs. Appointments can be made with an optometrist located in most retail malls. Inexpensive reading glasses can be purchased in a drug store.

St. Paul's Vancouver General - Emergency room/acute care services

Address: 1081 Burrard Street

Vancouver, BC V6Z 1Y6

Main Switchboard: 604.682.2344

TAX

(Courtesy of Tourism Vancouver)

For most goods and services, there is a 7% provincial sales tax (PST) and the 5% federal goods and services tax (GST). Both are combined at point of purchase (price tags are pretax amounts). Exemption include groceries (no PST or GST), clothing for children under 15 (no PST), and books/magazines (no PST). Accommodation and liquor carry a 10% provincial sales tax.

Visitor Tax Rebate

(Courtesy of Canada Revenue Agency)

As of 1 April 2007, the Visitor Rebate programme has been cancelled and replaced with the new Foreign Convention and Tour Incentive Program.

The Foreign Convention and Tour Incentive Program (FCTIP) is a new rebate program that provides GST relief to non-resident consumers and non-resident non-GST-registered businesses for short-term and/or camping accommodation in Canada *included in a tour package* and for certain properties and/or services used in the course of conventions held in Canada. For more information, please go to http://www.cra-arc.gc.ca/visitors/.

TELEPHONE DIALING SYSTEM

(Courtesy of Tourism Vancouver)

The telephone dialing system in Vancouver is very easy to follow.

- Local calls: 10 digits starting with area code 604 or 778, not metered on a landline
- Long distance: 1-area code-number (includes some 604 and 778 numbers)
- Outside Canada: 011-country code-area code-number
- Pay phones provide unlimited-length local calls for 25 cents.
 Unlimited length toll-free calls (1-800, 1-877, etc. numbers) can be made at no charge (no coins required).

Note: Your mobile phone may not be compatible with the mobile phone system in Canada. A new SIM card may not resolve the problem.

From hotels and offices (such as COL) you may need to dial "9" to get an outside line before dialing any number.

HANDY TELEPHONE NUMBERS

(Courtesy of Tourism Vancouver)

- Vancouver Touristinfo Centre: 604.683.2000
- Emergency (Police, Fire, or Ambulance): 911, Non-Emergency: 604.717.3321
- TransLink information (public transit): 604.953.3333
- BC Ferries (Calling from Vancouver): 250.386.3431
- BC Rail: 604.984.5246
- Weather report: 604.664.9010Road reports: 1.900.451.4997
- Ski information: 604.299.9000 ext. 3070
- Canada Customs: 604.666.0545
- "Super, Natural British Columbia" information and reservations: 1.800.HELLO.BC (1.800.435.5622) in North America or 250.387.1642 from overseas

CANADA POST

(Courtesy of Canada Post)

Canada Post offices are available in retail outlets throughout Vancouver and Canada. If you are looking for a Post Office in the downtown, see details below:

Post Office

CARLTON CARDS

WATERFRONT CENTER P.O. 11 200 BURRARD ST VANCOUVER BC V6C 3L0

VAN STN BENTALL CENTRE

VAN STN BENTALL CENTRE 595 BURRARD ST VANCOUVER BC V7X 1A0

PHARMASAVE #252

WEST PENDER STREET P.O. 499 GRANVILLE STREET VANCOUVER BC V6C 1T0

VANCOUVER LOTTERY& STATIONARY

PACIFIC CENTRE P.O. 674 GRANVILLE ST VANCOUVER BC V6C 1Z0

CANADIAN GREETINGS

DOWNTOWN P.O. 1014 ROBSON ST VANCOUVER BC V6E 1B0

SCHOOL SYSTEM

(Courtesy of International Media of Thought)

The Canadian education system encompasses both publicly funded and private schools, from kindergarten through to pre-university. Education is a provincial responsibility under the Canadian constitution, which means there are differences between the education systems of the different provinces. However, standards across the country are uniformly high.

In general, Canadian children attend kindergarten for one or two years at the age of four or five. All children begin Grade One at about six years of age. The school year normally runs from September through to the following June but in some instances, January intake dates are possible. Secondary schools go up to Grade 12. From here, students may attend a university, college or technical institute.

Public Schools

Many Canadian public schools are now accepting international students into their programs. Almost all public schools are co-educational and offer day programs only. Policies on accepting international students and the fees charged vary from district to district.

Private Schools

Private schools exist in every province and provide an attractive alternative for families seeking overseas education for their children. All private schools must be registered with the Ministry of education in their province or territory and must meet the curriculum and other standards set by their respective ministries. Families can choose schools that are boys-only, girls-only or co-educational. Some private schools offer full boarding programs, others are day schools and many offer both.

Universities

Canadian universities are internationally known for their high quality of teaching and research. Degrees from Canadian universities are considered to be equivalent to those from American and other Commonwealth universities. Most universities offer a broad range of courses and a full range of degrees from undergraduate to doctorate and can also offer certificates and professional degrees. The university year usually runs from September to May, although some universities operate on a trimester system. To qualify for a degree program at most English-speaking universities, students must have passed an English examination test. The TOEFL is commonly accepted but Canadian universities often have their own tests for students or may accept other English tests such as the IELTS.

University Colleges

A university college offers university degrees as well as college diploma and certificate programs. Students can expect to find a wide range of program choices, including English as a Second Language (ESL) programs. As a part of the Canadian college system, university colleges are distinguished by their strong student support services, small classes and strong campus environments. They also may offer combined degree/diploma programs and university transfer programs.

Community College / Technical Institutes

Community Colleges and technical institutes have the primary function of responding to the training needs of business, industry and the public service sectors. They also meet the educational needs of vocationally-oriented secondary school graduates, employment-seeking university graduates. Normally, these technical institutes offer selection of two to three-year college programs. Colleges maintain renowned Centers of Excellence in many fields such as information technology, mining, the environment, music and hospitality and tourism. Other full- and part-time programs include health, business, academic upgrading, applied arts, social services, adult literacy, and university preparation/transfer.

Career Colleges

A technical/career college is a privately owned and operated school with the main objective of preparing students for the job market after a short period of instruction. The emphasis at technical/career colleges is on practical skills over a broad range of programs. They specialize in specific areas such as hospitality trades, business and computer skills and film/television.

ADDITIONAL INFORMATION

(Courtesy of Tourism Vancouver)

Baggage Handling

Porter service is available at the Vancouver International Airport. Most tour group companies provide baggage handling services on arrival and departure. Rates and policies vary and should be confirmed with the supplier.

Electricity

Outlets and voltage (120 volts/60 Hz) are common throughout North America. Small appliances from overseas, such as hair dryers, irons, razors, can often be used in Canada, but adapters may be required.



Food & Beverages

An extensive variety of cuisine is available representing the multicultural flavour of Vancouver. Fine dining, casual or family friendly restaurants are easily accessible throughout Metro Vancouver.

Alcoholic beverages in bottles are sold in special 'Liquor' stores. However, alcoholic beverages including beer and wine may be purchased in "Licensed Premises" establishments, such as restaurants, hotel lounges, pubs, and nightclubs. Minors are not admitted into bars. In BC, minors are defined as anyone under 19 years of age.

Holidays

There are 10 statutory holidays and one civic holiday celebrated annually in British Columbia. Generally, banks and some businesses remain closed. Theatres, restaurants, and corner grocery stores remain open for business as usual. In some centres most shops remain open.

Holiday	2008	2009	2010	2011	2012
New Year's Day	Jan. 1				
Good Friday	Mar. 21	Apr. 10	Apr. 2	Apr. 22	Apr. 6
Easter Monday Banks and government offices remain closed, but many businesses are open - best to call ahead.	Mar. 24	Apr. 13	Apr. 5	Apr. 25	Apr. 9
Victoria Day (Monday preceding May 25)	May 19	May 18	May 24	May 23	May 21
Canada Day *	Jul. 1				
First Monday of August Civic Holiday is not a national holiday but celebrated by most provinces.	Aug. 4	Aug. 3	Aug. 2	Aug. 1	Aug. 6
Labour Day (first Monday of September)	Sep. 1	Sep. 7	Sep. 6	Sep. 5	Sep. 3
Thanksgiving Day (second Monday of October, and is held more than one month prior to Thanksgiving celebrations in the USA.)	Oct. 13	Oct. 12	Oct. 11	Oct. 10	Oct. 8
Remembrance Day (this is a full holiday in British Columbia but in some other provinces, most businesses remain open as do schools.)	Nov. 11				
Christmas Day	Dec. 25				
Boxing Day (mostly only retail stores are open for sales)	Dec. 26				

^{*} The *Holidays Act* provides that July 2 is Canada Day when July 1 is a Sunday. (chart is courtesy of Canadian Heritage and Time and Date.com)

For holidays in specific provinces and territories, go to: http://www.pch.gc.ca/progs/cpsc-ccsp/jfa-ha/prov_e.cfm







Language

Canada has two official languages - English and French. English is the predominant language in British Columbia.

Vancouver is quite cosmopolitan and is a mix of many multicultural groups. Because of this, the city is considered multilingual on an unofficial level. Most banks, hotels, airline offices, service institutions, shops and key tourist destinations have multilingual staff, especially catering for Asian languages.

After English and Chinese, the most common mother tongue languages spoken are Punjabi, German, Italian, French, Tagalog (Filipino) and Spanish.

Newspapers

Residents of Vancouver stay informed through a variety of daily and weekly newspapers that service a wide range of cultural interests. The two major daily newspapers are *The Vancouver Sun* and *The Province*.

Business in Vancouver offers weekly local business information, while the Globe and Mail and National Post are national dailies. The Georgia Straight is a news-and-entertainment weekly that also provides an excellent city calendar of events.

Online news articles are available at the following links:

Vancouver Sunwww.vancouversun.comVancouver Provincewww.theprovince.comGlobe and Mailwww.theglobeandmail.comNational Postwww.nationalpost.com

Business in Vancouver www.biv.com
Georgia Straight www.straight.com

Smoking Laws

Smoking is not permitted by law in public buildings, in airports, on public transit, in shopping malls, and in most restaurants, pubs, nightclubs and casinos. Many restaurants and other establishments have designated smoking areas located out-of-doors on patios that are often heated and semi-enclosed. Please smoke in designated areas only.

Time Zone

The majority of British Columbia is in the Pacific Standard Time Zone; however, a small portion of the province that borders the Rocky Mountains is in the Mountain Time Zone, one hour ahead of the Pacific Zone. Daylight Saving Time begins on the second Sunday in March and ends on the first Sunday in November.

Video/DVD Systems

In Canada and the rest of North America, the NTSC-system is used for television broadcasts. This system is not compatible with the PAL and SECAM systems used in Europe and several other countries. If you purchase a video cassette/DVD in Canada, ensure it is recorded in the appropriate system for your home country.

Shopping in Vancouver

(Courtesy of Why Vancouver.com)

Some of the best and most glorious shopping in Vancouver can be found in the many vibrant neighborhoods that surround Vancouver's downtown core everything from international designer boutiques to local specialty stores.

Part of the fun of shopping in Vancouver is going into an area of town that's not on your radar just to see what's new. Put on a pair of comfortable shoes. Here are some areas to get you started.

Commercial Drive-On the "Drive" as it's called there's a mix of eclectic, ethnic shops including African, Italian, Portuguese, Latin, there's night spots, there's health food, there's consignment stores and there's Cuban cigars.

Chinatown- Hundreds of interesting shops filled with meats, seafood, produce, house-wares, gifts and Chinese apothecary (herbal medicines).

Fourth Avenue- Usual and unusual specialty stores of kitchen ware and clothing.

Gastown- The place where Vancouver began, cobbled stone streets, home of the steam clock, Native arts and crafts.

Granville Island Public Market- Located under the Granville Street Bridge, popular with artist (home of the Emily Carr College of Art and Design), theatre, unique and crafty gifts, tons of fresh produce.

South Granville Street- Starting between 9th ave. and 16th ave. there's upscale antique stores, art galleries, clothing and furniture shops.

Metrotown- On a rainy day the best place to go shopping in Vancouver is a half-hour's drive from the center of the city (more or less depending on traffic), three city blocks long, over 500 stores of shopping and entertainment, 22 cinemas.

Main Street- Between 18th Ave. and 24th Ave. you'll find a mix of retro shops, second hand stores, gritty cafes and restaurants also some designer boutique shops are starting to appear and between 26th Ave and 28th Ave. it's antique row.

Keep going up to 49th Ave. and welcome to "Little India" a great place to find fabulous fabric, silk, gold, spicy curries, samosas, and sweet dishes.

Robson Street- An eclectic mix of appealing shops and restaurants, premiere fashion stores and services, whatever is new and exclusive, a great place to people watch.

Yaletown- Restored heritage warehouses are the backbone of this trendy urban community. Here you'll find a mix of residential, business, office, high end restaurants, home furnishings, boutiques and cafes.

You can spend hours shopping in Vancouver and many people do even if it's just window shopping and exploring the neighborhood.

HAVE A WONDERFUL AND PLEASANT STAY IN VANCOUVER, BRITISH COLUMBIA







Last updated: January 2008