



Student Handbook 2021

Welcome to ANNE'S Language House!

We are pleased that you have chosen ANNE'S Language House for your English learning journey! Our mission is to ensure that our students improve their English proficiency and achieve their goals by providing the best possible English learning environment. This handbook will give you information about our school and the city. If you have any questions, we are here to help.

Designation and Accreditation

Designation - ANNE'S Language House is a Designated Learning Institution and eligible to accept international students on a study permit. The Designated Learning Institution number (DLI#) of ANNE'S Language House is O246864157347.

Accreditation - Languages Canada is Canada's premier language organization and recognized by the Canadian government and internationally. We meet the rigorous standards of the association and continuously adhere to the Code of Ethics.



Questions

If you have any questions, please feel free to ask Keiko any time.

- Registration, course extension, refund, letters, policies
- Homestay, activities, absence
- College Pathway, Dispute resolution, dismissal, bullying and harassment, any other concerns and questions
- Class levels, evaluation, tests and programs (**You may also talk to the directors regarding academic concerns and questions.*)

School Facility



You can...

- use a washroom on the 12 floor
- bring small snacks and drinks with a lid in the classroom.
- use a school computer if you get a permission from a school director.

You can NOT...

- go to another floor other than 1st, 2nd and 12th floor.
- use a microwave and a kettle in the kitchen until further notice
- use the gym until further notice
- talk loud in the common areas of the building.
- leave a mess in school, the washroom and the building.
- eat snacks during classes.
- drink and/or eat while you are using a computer.
- use a cell phone during the class.



Contact Information



8:30 am – 4 pm, Monday – Thursday

8:30 am – 2 pm, Friday



101 6 Ave SW Suite 1250, Calgary, AB T2P 3P4



english@alhcalgary.com



(403)667-4745 - School



(403) 667-7824 – Keiko Nozaki



Important messages such as an emergency school closure, ANNE'S language House will make an announcement through our facebook.

Programs and Policies

2021 Session Start Dates

February 1	July 26
March 8	August 30
April 12	October 4
May 17	November 8
June 21	December 13

Holidays (School will be closed)

January 1New Year's Day	August 2Heritage Day
February 15Family Day	September 6Labor Day
April 2Good Friday	October 11Thanksgiving Day
April 5Easter Monday	November 11Remembrance Day
May 24Victoria Day	December 24Christmas
July 1Canada Day		

**Please contact school for intake dates for Intensive Conversation and IELTS Preparation*

**Intake dates for General English and Intensive English are every Monday except for public holidays.*

Attendance Policy

- If you are late for classes, you have to wait outside the classroom until the next break time. – Block 1: 10 minutes, blocks 2, 3, and 4: 5 minutes. **And you will be marked absent.**
- You should be punctual and attend classes regularly to improve your English.
- You may still join the class if you are late within 10 minutes (Block1) or 5 minutes (Block2,3 and 4). However, **if you are late for classes for three times, the third time will be marked absent.**
- If you are going to be absent or late, please inform school by phone (403-667-4745) or by email (english@alhcalgary.com).
- If school doesn't hear from you for more than 3 consecutive days, school will contact you, your agency, and/or your host family.

Requirements for certificates and Course assessment criteria

- A minimum of 80% of attendance is required for a student to receive a graduation certificate.
- An evaluation sheet is issued at the end of each session which states the scores of two review tests, presentation, attendance and teacher's comment about the student's performances.

Academic Dishonesty

If the student tries to cheat and is found to be cheating or plagiarizing will be given a "0" mark.

Programs

Time Table

- Block 1: 8:50 am - 10:30 am (100 min.)
- Block 2: 10:40 am - 11:30 am (50 min.)
- Block 3: 11:35 am - 12:25pm (50 min.)
- Lunch: 12:25pm - 1:10pm (45 min.)
- Block 4: 1:10pm - 2:15pm (65min.)*
- Block 5: 2:25pm - 3:30pm (65min.)*

*Afternoon class: Monday - Thursday

Schedule Options

- 20 Lessons: Block 1 – Block 3
- 25 Lessons: Block 1 – Block 4
- 30 Lessons: Block 1 – Block 5



- General English.....20 / 25 Lessons per week
 - IELTS Preparation.....20 / 25 Lessons per week
 - Intensive Conversation...20 / 25 Lessons per week
 - Supplemental Learning...5 Lessons per week*
- (*Total 30 lessons per week)

Level Chart

	General English	Intensive Conversation	IELTS Preparation	IELTS Equivalency
Advanced	GE 5	↕	↕	6.0 - 6.5
Upper-Intermediate	GE 4			5.0 - 5.5
Intermediate	GE 3			4.0 - 4.5
Pre-Intermediate	GE 2			3.0 - 3.5
Beginner	GE 1			-

General English

English Level: 5 levels (GE1 to GE5) Each level: 10 weeks

All-around ability in English at any entry levels

- Speaking, listening, reading, and writing skills, naturally including grammar and vocabulary
- GE25: Afternoon class with practical communication skills based on what students learn in the morning classes.

IELTS Preparation

Entry requirements: GE3 or higher Program duration: 5 weeks / 10 weeks

The IELTS Preparation is designed to develop the specific language skills of students preparing to take the IELTS Examination. This course targets the Listening, Reading, Writing and Speaking competencies that are required for optimum performance in the IELTS examination.

Intensive Conversation

Entry requirements: GE3 or higher Program duration: 5 weeks / 10 weeks

The Intensive Conversation is focused on speaking and listening, and students also spend time on grammar, reading and writing. The program is designed to prepare students to communicate effectively in diverse settings. Students develop and polish their English communication skills for academic, employment, and personal goals.

Supplemental Learning (optional – 5 lesson a week)

Supplemental Learning is for students who want to maximize the use of the language with special focus lessons.

The school selects some skills from the list below based on each student's needs and interests.

Tests, Evaluation Sheet and Transcript

Assessment Tests

Placement test	First day	The placement test contains Listening, Speaking, Grammar, Vocabulary, Reading and Writing components. The placement test will determine the student's level.
Review test	Every Friday except Module test week	Review tests cover grammar focus, <u>vocabulary</u> and pronunciation. Students who failed to meet score requirements need to complete an assignment and re-take the review test.
Module Test (GE1, GE2, and GE3)	End of each module	Module tests contain Listening, Speaking, Grammar, Pronunciation, Vocabulary, Reading and Writing components.
Module Test (GE4 and GE5)	End of Module 1	Module tests contain Listening, Speaking, Grammar, Pronunciation, Vocabulary, Reading and Writing components.
Level Exit Test	End of Module 2	Level exit tests contain Listening, Speaking, Grammar, Vocabulary, Reading and Writing components and cover the whole units in the level.
Oral Presentation	Every Friday	Topics are provided by a teacher on Monday. Students need to submit a draft based on the topic for error corrections. The length of the presentation for GE1, GE2, and GE3 should be 2-4 minutes, and for GE4 and GE5 should be about 4-5 minutes.
Writing assignments	Every week	Students need to submit a writing assignment every week. Topics and language focus are related to each unit.

Student Grade Report Structure

Level 1 (AEF1)		Level 2 (AEF2)		Level 3 (AEF3)		Level 4 (AEF4)		Level 5 (AEF5)	
Tests		Tests		Tests		Tests		Tests	
Review Test	75%	Review Test	75%	Review Test	75%	Review Test	75%	Review Test	75%
Module Tests	75%	Module Tests	75%	Module Tests	75%	Module Test	75%	Module Test	75%
						Level Exit Test	75%	Level Exit Test	75%
Weekly Assignments		Weekly Assignments		Weekly Assignments		Weekly Assignments		Weekly Assignments	
Writing Assignment	75%	Writing Assignment	75%	Writing Assignment	75%	Writing Assignment	75%	Writing Assignment	75%
Presentation	75%	Presentation	75%	Presentation	75%	Presentation	75%	Presentation	75%
Others		Others		Others		Others		Others	
Attendance	80%	Attendance	80%	Attendance	80%	Attendance	80%	Attendance	80%
Participation	80%	Participation	80%	Participation	80%	Participation	80%	Participation	80%

SAIT Pathway Program Level Exit Test Score Requirements: 80%

Evaluation Sheet: An evaluation sheet is issued at the end of each module which states the scores of review test, module test, presentation, writing assignments, attendance, and participation, and teacher's comment about the student's performances.

Transcript: A transcript is issued at the end of each level which states the scores of review tests, module tests, a level exit test if applicable, presentations, writing assignments, attendance, and participation.

College Pathway Program: All students who wish to proceed with ALH College Pathway Program must consult with the Directors.

Student Support

ANNE'S Language House provides students with the following advice, assistance or referral services:

- Financial advice
- Legal advice
- Tutoring
- Child Care
- Medical Services
- Housing
- Local Place for worship
- General Banking Information
- Local Facilities and Amenities

Getting a cell phone in Canada

Required documents, Information of cell phone companies and plans

Applying for Social Insurance Number (SIN)

Required documents, Information of Service Canada

Opening a Bank Account

Required documents, Information of banks, Make an appointment

Applying for Alberta Health Care Insurance Plan (AHCIP)

Application form, Required documents, Information of registry offices

Career Workshop

Resume writing, Cover letter writing, Interview practice

Medical Insurance Claim

For the students who registered their guard.me insurance through ALH

Medical Insurance

It is **mandatory** for ALH students to have medical insurance during their stay in Canada. You must submit a medical insurance in English that is valid in Canada.

Option 1: Purchase a medical insurance plan through an insurance company or agent in their home country or in Canada.

Option 2: Purchase a guard.me plan through ALH.

Option 3: Register for the Alberta Health Care Insurance Plan. (Eligible residents only)



- \$2 per day
- Minimum of 14 days.
- guard.me offers extensive coverage.
- The generic policy wordings and summaries in most languages are available at: <https://www.guard.me>

Alberta Health Care Insurance Plan (AHCIP)

If a student has a visa for one year or more, he/she is eligible to apply for Alberta Health Care at no charge. It covers a basic health coverage. Alberta Health Care does not cover dentistry, vision, ambulances or prescribed medicines.

For more information, please contact:

Alberta Health and Wellness

1-780-427-1432

<http://www.health.alberta.ca/health-care-insurance-plan>.

Traveling

If you are planning to travel to any other countries, check documents that you will need with the embassy or consulate of that country. The following link is for you to find out where to contact for more details.

Foreign Representatives in Canada: Consular Offices' Addresses:

<https://w05.international.gc.ca/protocol-protocole/consular-consulats.aspx?lang=eng>

Some important bylaws

- It is illegal to smoke if you are under 18 years of age in Alberta.
- It is illegal to smoke inside of buildings including pubs and nightclubs, and public transportation. City bylaw does not allow smoking within 5 metres of any doorway to any public building.
- You may only use alcohol if over the age of 18 years in Alberta. If you choose to drink/use alcohol, it must be done responsibly, lawfully.
- Waste must not be disposed of on any public property, aside from in an appropriate receptacle.
- The improper disposal of burning material, including lit cigarettes, will result in an increased fine. **Fines for violations of these regulations range between \$500 and \$1000.**
- You must not use illegal drugs.
- Cannabis (marijuana) will be treated like the use of alcohol.

About Calgary

Climate



Summer

Daily Average: 15.2C
Daily Maximum: 21.9C



Winter

Daily average: -7.5C
Daily maximum: -1.4C

- There is unique aspect of Calgary weather - Chinook. In winter, a strong Chinook wind can increase the temperature by 20 C in a few hours.
- There are some days with temperatures below -20°C between November and February. Students are recommended to have the winter clothing such as a pair of gloves, a knit cap, a scarf, snow boots, and a thick jacket or coat.

Average temperature

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
°C	-7	-5	-1	5	10	14	17	17	12	6	-2	-6

TAX (GST)

Taxes in Canada include both a Provincial Sales Tax (PST) and a general Goods and Service Tax (GST). Alberta residents benefit from a rich Province and pay no PST. GST is charged at 5 %.

Public transportation



Calgary's public transit system includes regular buses, express buses, small shuttle buses, and C-Train (LRT). There are four types of tickets students can use to travel on Calgary Transit vehicles.

Fares

Adult cash ride	\$3.50	one-time use, valid for 90min.
Adult ticket book (10)	\$35.00	
Adult Monthly Pass	\$109.00	valid for one calendar month
Youth cash ride	\$2.40	one-time use, valid for 90min.
Youth ticket book (10)	\$24.00	
Youth Monthly Pass	\$79.00	valid for one calendar month

Currency



Canadian paper bill are: \$5, \$10, \$20, \$50, and \$100. Some stores may not accept \$100 bills due to counterfeit concerns.



\$1 – Loonie

\$2 – Toonie

25 cents – Quarter

10 cents – Dime

5 cents – Nickel

4-cent—Penny (No production)

You have to pay 5 cents when your payment ends with 3 or 4 cents.

You don't need to pay anything if it ends with 1 or 2 cents.

(i.e. \$3.17 → \$3.15, \$3.19 → \$3.20)

Food

There are all kinds of restaurants and cafes in Calgary such as Brazilian, Chinese, Japanese, Korean, Mexican, Greek and Vietnamese. There are also grocery stores where you can buy meat, vegetables, juice, milk, bread, etc. at a cheaper price.

Immigration

As a temporary resident in Canada, it is important that you are aware of Canada's immigration regulations and the conditions of your stay. You can access to the Citizenship and Immigration Canada web site at www.cic.gc.ca

Visitor visa: <http://www.cic.gc.ca/english/visit/tourist.asp>

Study Permit: <http://www.cic.gc.ca/english/study/index.asp>

Visa extension: <http://www.cic.gc.ca/english/visit/extend-stay.asp>



Code of conduct

1. The school tries its best to arrange a sub teacher in case your teacher cannot teach. If a sub teacher cannot be arranged, **one of the following arrangements will be made:**

- **Combined class. (two similar levels)**
- **Class replacement on a later day.**

2. Attend class regularly. If you are late for the class, you may attend from the next block.

3. You may bring your own cell phone, **but you are not allowed to use the cell phone during the class.** If you need a dictionary, you should bring a book or an electric dictionary. If it is an emergency call, please leave the class quietly and talk outside of the classroom. If you have to speak other languages than English, please answer the phone outside the school premises.

4. The school has absolutely zero tolerance for violations of illegal drugs, smoking (cigarette and cannabis) and alcohol. Violations of this policy will result in corrective actions, up to and including immediate dismissal with no refund.

5. A minimum of 80% of attendance is required for a student to receive a graduation certificate.

6. If a student missed a test, **the student must take a test on Monday the following week.** Unless there is a due reason, a 5% of the score will be deducted from a final mark.

7. Please call or send an email to school if you are going to be absent from school.

8. Respect all school policies, rules, and Calgary, Alberta and Canadian laws.

9. Always respect staff members, teachers, host families, and other students. Please be responsible and clean up any equipment and facility after use.

10. Minor students are not allowed to drink alcohol, enter bars or smoking in Alberta.

English Only Policy

Students must speak English at all times in school. This policy is to help students improve their English skills.

Students will be given:

- 1) a verbal warning
- 2) a written warning
- 3) After a written warning, students will be suspended from school for one day.

Excused absence

Some reasons for an excused absence are:

- **student's illness or injury**
 - **family emergency**
 - **death of a family member**
 - **other emergency situations**
- If students cannot attend class due to a severe sickness, students can claim for an excused absence with a doctor's note. The school marks the mentioned days on the doctor's note as an excused absence.
 - If students must be absent due to a family emergency or death of a family member, students can claim an excused absence for up to 5 consecutive days.
 - For other emergency situations, students must submit an official documents (i.e. a police record, a flight ticket, etc.) to claim an excused absence.
 - If students didn't claim an excused absence within 3 missed days, the days the students missed will be marked as an unexcused absence.
 - In any cases, the school won't provide students a refund for the period of an excused/unexcused absence.
 - Students must take any missed tests to advance to the next module/level.

Refund Policy

Tuition Refund: A full refund (minus non-refundable deposits) will be issued to students who withdraw, in writing, 30 days or more before the course begins. After this point, a 70 percent refund of tuition paid will be given for withdrawals received in writing up until the first day of the program. If students withdraw within 5 calendar days of the original start date of the program, a 50 percent refund of tuition paid will be issued. No refunds are given for withdrawals when more than 5 days of the program have been completed.

Homestay Refund: Students are required to provide written notice a minimum of 21 days before withdrawing from the homestay program. A full refund, less the non-refundable homestay placement fee, will be issued to students who withdraw in writing 21 days before their homestay begins. Under no conditions will refunds be provided for periods of homestay already used.

Visa Denials: If a visa denial prevents the student from attending the English language programs, tuition fees and deposits minus a \$250.00 administration fee will be refunded upon submission of written proof of denial at least 7 calendar days before the program begins.

Refund Payments: For approved refunds, payments are issued within 30 days of notification from the student of cancellation, drop, or withdrawal. Refunds will be made via the original payment method. If the student's payment of fees was made with cash, refund will be made by means of a cheque. If the student's payment of fees was made with a credit card, fees will be refunded back to the credit card originally used for payment. In that case, the 2% CC fee will be applied.

Vacation Policy

Students enrolled for 12 weeks or more may take up to two-week weekly vacation during their study. Vacation requests must be submitted in written with a minimum of 2 weeks' notice. If a student failed to submit the request, school will record his/her vacation time as an absence.

Personal belongings

All students' personal belongings in school and outside the school, are their own responsibility. ANNE'S Language House has absolutely no responsibility in the event of theft.

Registration extension

If you wish to extend your program, please contact the director, Keiko Nozaki, at least one week prior to your last day on a registration form. The full payment must be proceeded prior to the last day.

Extracurricular activities and field trips

All students who are attending any extracurricular activities and field trips, they must sign a consent form. In consideration of participating in any extracurricular activities, field trips and events hosted by ANNE'S Language House, you agree as follows:

- You acknowledge that certain risks are inherent to your participation in any extracurricular activities, field trips and events. You will not hold ANNE'S Language House liable for any events that occur on the school's premises or school organized activities, trips and/or excursions.
- You understand ANNE'S Language House has absolutely no responsibility for any of the following but not limited to any kind of injury, unexpected sickness, medical treatment, medical expenses, hospital treatment, hospital stay and/or loss of life.
- You agree that staff members and/or teachers of ANNE'S Language House may contact Hospital, Police and/or Fire Department, and/or take action if necessary in case you are in no state to response and/or judge at your expenses and ANNE'S Language House, the staff members and/or teachers have absolutely no responsibility to their actions and fees.

Release of Photograph, Video, and Testimonials

During field trips, extracurricular activities and any other events arranged by school, we take some photos and/or videos and they may be taken to be published in our brochures, websites, social media, such as Facebook, and other marketing materials as needed. If you do not wish to be taken photos, please let the director, Keiko or Chisako, know. If you see your photos and wish for them to be removed, please contact us.

Dispute Resolution Policy

ANNE'S Language House respects and upholds all students' rights. Our Dispute Resolution Policy and Procedures are available to our students who have a dispute or disagreement with the school, instructor or administrator about the equity and fairness of decisions or procedures. In the case of a dispute, including but not limited to fair grading, student or instructor conduct, and tuition fees or other charges, students are advised to take the following course of action.

Informal Stage:

Concerns may arise from misinformation or a lack of understanding, an action that has been based on incorrect facts, or an action/decision that is inappropriate and should be modified, all of which can be addressed informally between the parties.

Discussion Stage:

This stage is initiated by a student expressing concern to the instructor or administrator whose action or inaction is being questioned. The communication may be oral or written and must refer to the informal stage of this Policy. The instructor or administrator and the student discuss the concern and respond with reasons.

Mediation Stage:

Involvement of a third party may be useful in helping the parties to resolve the issue. Mediation requires that the student and his/her instructor or administrator agree to the involvement of a third party.

Formal Stage:

Where the discussion and/or mediation phases have not resulted in a resolution, or where those stages have been bypassed by the student, the student has the right to submit a formal complaint form to the Director, who will address and resolve the dispute. In case such disputes are not resolved to the students' satisfaction, students have the right to appeal the decision in writing to Languages Canada.

Dismissal Policy

In case we have students who cause serious problems and/or students violate the school policies, the following process will be taken:

1. The directors of the school will have a meeting with the student to determine the cause of the problem. The teacher may join the meeting if necessary. The student will be provided a verbal warning.
2. If the student continues to break the school policies, the student will receive a written warning from school, which is the last warning.
3. If the student still continues to break the school policies, the student will receive a letter of dismissal from the Director of the school.

The directors reserve the right to immediately dismiss a student from school or homestay program if the student is threatening the well-being of other students, homestay families, staffs, teachers or guests.

Legal Smoking and Alcohol Policy

ANNE'S Language House has a zero-tolerance policy regarding substance abuse in school. Students must not use, possess, sell or distribute cannabis, cannabis-infused products, alcohol, or inhalants in school at anytime. Violations of this policy will result in corrective actions, up to and including immediate dismissal with no refund.

ANNE'S Language House has absolutely no responsibility if students fail to follow the policy.

Student Record and Use of Personal Information

At ALH, the school collects, uses, retains and discloses information in accordance with the Personal Information Protection Act. ALH may share and disclose personal information within the institution to carry out its mandate and operations. A student's record may include a student enrolment contract, financial records, attendance records and documentation of any dispute or dismissal. Details of the policies can be found in "The Privacy Policy" and "The Student Records and Retention Policy".

School Bullying and Harassment Prevention Policy

At ANNE'S Language House, no ones are allowed to bully and/or harass the others. The Alberta Human Rights Act prohibits any harassments, such as any conduct, comment, gesture or contact that is offensive. Harassment based on sex, race, colour, ancestry, place of origin, religion. ANNE'S Language House will not tolerate bullying or/and harassment in the school or homestay, or on activities and field trips. A student who is guilty of harassment or bullying will be suspended or expelled from the program, and criminal charges may result in cases where either students or other people are involved.

All instances of bullying will be taken seriously and followed up in line with this policy. The school is committed to ensuring that all staff and students are able to work and learn in an environment free from harassment so that they are able to meet their potential. All members of the school have a responsibility to recognize bullying and to take action when they are aware it is happening. All staff should treat any report of bullying, including cyberbullying, seriously and take appropriate action as outlined in this policy.

Types	Physical	Verbal	Indirect
Mild	<ul style="list-style-type: none"> •little push, poke •invade personal space 	<ul style="list-style-type: none"> •non-swearing, name calling •sighing, laughing when a student speaks •put downs 	<ul style="list-style-type: none"> •negative body language •negative glance •lies about student to others •plays nasty joke to embarrass or humiliate
Severe	<ul style="list-style-type: none"> •tripping •punching /hitting •pulling /pushing •slamming someone against the wall •steals and/or damages property 	<ul style="list-style-type: none"> •swearing, name calling •continual and derogatory insulting remarks with reference to physical, ethnic, racial, sexual, religious, disability and intellectual or other characteristics of target •constant personalized name calling •extortion •mocking, mimicking •group abuse/chanting •making threats •intimidation •threatening body language •harassing, threatening email message 	<ul style="list-style-type: none"> •claiming seat for themselves or another as target approaches •stopping talking in group when target approaches •spreading rumors •excluding victim from activities •encouraging others to exclude someone

Responding to Reported Incidents of Bullying

- 1) If the bullying incident is first time occurrence, the student can contact the class teacher. The teacher will arrange the time with the bullied student and the bullying student separately and investigate what caused the issue. The report will be made to the Directors. School will monitor the behavior of the students involved following the discussion for one week.
- 2) If the bullying behavior continues or in instances of severe bullying behavior, a referral should be made to the Directors, Keiko Nozaki and Chisako Nozaki. The bullied student and the bullying student will have a discussion with the Directors. If the students are minors, the Director will make an appointment to see parents or guardians of both the bullying and bullied students. Parents or guardians will be explained the School Bullying Policies and Procedures and the current action being taken by staff at school to monitor the behavior. The Director will follow up with a phone call at the end of the first week monitoring period to inform parents of the outcome of monitoring.
- 3) If none of these sanctions succeed in stopping the behavior, the bullying student will be suspended for three days by the Director without the party's approval.

All staff will be responsible for implementing these procedures and ensuring that incidences of bullying are dealt with as soon as possible after they are reported or observed.

Important Rules to follow

School Building (Hanover Place)

- Keep your physical distance in a public area of the building including stairwells, elevators and washrooms.
- Follow a building rules that are informed in a building public area, such as wearing a mask and using hand sanitizer.

School

- Sanitize and/or wash your hands every time: upon arrival; before eating or drinking; before preparing food; after touching shared items; after using the washroom; after handling garbage; and before leaving the school.
- Wash your hands every time you go to the washroom.
- No access to the kitchen.
- Use personal protective equipment (e.g. masks, face-shields, etc.) if required by school.

If you have a symptom

You must monitor your health constantly.

If you start experiencing any symptoms of COVID-19:

- Cough
- shortness of breath
- a fever equal to or greater
- than 38°C, or signs of fever e.g. shivering, flushed skin, or excessive sweating

Contact school immediately and Isolate yourself from others.

Contact your local public health authority and follow their instructions.

You must not come to school if you have any symptoms of COVID-19.

If you don't follow the rule, you may be suspended from school.

Sick Leave policy for COVID-19

ANNE'S Language House offers an extension of study during a self-isolation if you have a symptom of COVID-19.

You must take a COVID-19 test and can come back to school after the test comes back negative. ANNE'S Language House can help you to arrange an appointment to take the test, or if you need any support. You can also contact Alberta Health Services for more information.

If your test comes back positive, ALH will offer you an extension of study for up to 3 weeks. You must fully recovered to come back to school.

There will be no refund in case you cannot extend the course.

School may ask you to leave school if you show a symptom of COVID-19 even you feel fine. Until you are fully recovered or your test result comes back negative, you cannot attend the course.

Outside of school

Please take a responsibility:

- Avoid to attend a huge gathering
- Do not take a public transit if you have a symptom of COVID-19
- Keep your physical distance and wear a mask inside buildings
- Be honest if you have any symptoms of COVID-19

Supporting you during the COVID-19 Pandemic

It is normal to feel anxious and afraid while we deal with the effects of this pandemic. We know this situation is stressful for everyone. If you are struggling struggling, we are here to support you. Remember: no matter where you are or what you're going through, you don't have to go through it alone.