

Emily Carr University of Art + Design

Continuing Studies Department

TechWomen: a #Startland initiative partnership

Orientation Guide

Effective Date: JUNE 2020

WELCOME!

Continuing Studies

You are entering an exciting and challenging learning experience, one that will prepare you to begin a fulfilling career or to continue your education. Enjoy your time as you proceed through your courses. The TechWomen program is structured to facilitate and support your learning as well as help you reach your goals.

Commitment to learning has been a big decision on your part. As a student there are a number of responsibilities that you must assume as outlined in this document. The faculty and staff of ECU are here to help you achieve your goals. However, most of the responsibility for success in this program is yours.

We look forward to working with you and wish you every success.

*CS Faculty & Staff
Continuing Studies, Emily Carr University of Art + Design*

Continuing Studies Admin Office

If you should encounter a problem that your instructor or a studio technician cannot help you resolve, please contact the Continuing Studies office at 604-844-3810.

Office hours are:

Monday, Wednesday, Thursday	8:30am – 4:15pm
Tuesday	8:30am – 4:15pm
Friday	8:30am – 4:15pm

We are closed on weekends and holidays.

Your main point of contact is*:

Sarah Rolling, *Career Facilitator – TechWomen*
Sarah.rolling@issbc.org 604-684-3599 extension 1912

Main contact at Emily Carr University, Continuing Studies
Kristina Fiedrich, *Coordinator, Design + Media, Continuing Studies*
kfiedrich@ecuad.ca 604-844-3800 local 2903

*Please review the FAQ section for more information.

New Campus at Great Northern Way

Emily Carr University of Art + Design has relocated to our new campus on Great Northern Way and your ECU classes will take place there. Please refer to the course Calendar for room locations and Continuing Studies website for up-to-date information about classes at ECU.

PROGRAM GOAL

The #Startland initiative was launched in 2016 by Kate Armstrong, Director, Shumka Centre for Creative Entrepreneurship. In partnership with Emily Carr University of Art + Design Continuing Studies department, the University is committed to providing accessible, technology-based learning opportunities for new immigrants and refugees residing in the lower mainland.

ISSofBC has developed TechWomen, a program funded by the Canadian Women's Foundation. The goal of TechWomen is to provide women immigrants and refugees with pre-employment training. Through the #Startland initiative, the Continuing Studies department commitment to improve access to education, and the partnership with ISSofBC, TechWomen participants are eligible to enrol in technology courses at no cost.

COURSE DESCRIPTIONS

COURSE CODE	COURSE NAME + DESCRIPTION	HOURS
CECD 100 <i>(Formerly CECD 110)</i>	Introductory Communication Design <i>(formerly Basics of Communication Design)</i> This course introduces the fundamentals of communication design, and skills for translating a message into a visual design. Students will apply steps from research and problem definition through to concept development and completing the final design.	24
CECS 120 <i>(Formerly CECS 136)</i>	Adobe CC for Design + Production <i>(formerly Adobe Suite for Design + Production)</i> This course provides a comprehensive introduction to Adobe Creative Cloud, including Illustrator, Photoshop and InDesign. As integrated software tools for the design and production of print and media assets, you will be introduced to topics including document layout, typesetting, vector and raster images for print and digital outputs. Gain basic knowledge of each program, and how they work together as an integrated toolkit. Note: This course is taught in our Mac Labs using Creative Cloud. Students must have or create an Adobe ID prior to the start of the course. Prerequisites: Basic computer skills required;	36
CECS 110 <i>(Formerly CECS 131)</i>	Introductory Adobe Photoshop <i>(formerly Adobe Photoshop: The Basics)</i> Explore the creative potential of Adobe Photoshop for raster image processing and photo editing. This course introduces skills and techniques needed to work in this industry-standard program and apply knowledge to practical projects. Learn basic image manipulation, channels and paths, blending and combining images and adding text. Note: This course is taught in our Mac Labs using Creative Cloud. Students must have or create an Adobe ID prior to the start of the course.	12
CECS 111 <i>(Formerly CECS 130)</i>	Introductory Adobe Illustration <i>(formerly Adobe Illustrator: The Basics)</i> Adobe Illustrator is a powerful digital tool for many applications including illustration, drawing and design. Learn key features, become familiar with digital drawing and painting techniques using Bezier curves, geometric shapes, gradients and patterns. Note: This course is taught in our Mac Labs using Creative Cloud. Students must have or create an Adobe ID prior to the start of the course.	12

<p>CECS 112 <i>(Formerly CECS 133)</i></p>	<p>Introductory Adobe InDesign <i>(formerly Adobe InDesign: The Basics)</i></p> <p>Adobe InDesign is a powerful tool for design, page-layout and production, and is the ideal platform to bring together PDF, raster and vector assets from other Adobe tools. Gain basic experience generating and formatting text, images and page layouts, as well as colour as it relates to print and production.</p> <p>Note: This course is taught in our Mac Labs using Creative Cloud. Students must have or create an Adobe ID prior to the start of the course.</p>	<p>12</p>
<p>CEDA 100 <i>(Formerly CEDA 232)</i></p>	<p>Introductory Web Design <i>(formerly Introduction to Web Design)</i></p> <p>This course introduces the fundamentals of website design. Content includes technical and aesthetic issues of developing a website, such as writing code effective across multiple browsers and devices, and producing bandwidth-friendly graphics for your site. For anyone currently using a Content Management System such as WordPress, this course will teach you to write HTML and CSS that will greatly expand your ability to modify the look and usability of your site.</p> <p>Prerequisites: Basic computer knowledge required; CECS 120 <i>Adobe CC for Design + Production</i> an asset.</p>	<p>24</p>
<p>CEDA 150 <i>(formerly CEDA 250)</i></p>	<p>Introductory WordPress <i>(formerly Introduction to WordPress)</i></p> <p>This course offers an introduction to building websites using WordPress, the most popular content management system. Producing several different sites, students will learn to install WordPress, make posts, pages, galleries, and other content, as well as evaluate and use various WordPress themes and plugins. Learn how to safely develop sites before taking them live, how to keep your site secure and content backed up, and how to recover from a hacked or otherwise damaged site.</p> <p>Prerequisites: Basic internet & computer skills</p>	<p>12</p>
<p>CEDA 200 <i>(Formerly CEDA 332)</i></p>	<p>Intermediate Web Design <i>(formerly Advanced Web Design)</i></p> <p>Developing on fundamental skills introduced in CEDA 100 Introduction to Web Design, this course delves into desirable skills for the modern web designer. Topics include modern JavaScript, advanced selectors, flexbox layout, preprocessors, transitions & animation, CSS blend modes, and more. At the conclusion of the course, students will be able to effectively create responsive, complex web applications.</p> <p>Prerequisites: CEDA 100 <i>Introductory Web Design</i></p>	<p>24</p>
<p>CEID 120</p>	<p>Basics of Industrial Design</p> <p>This course introduces you to the fundamentals of industrial design. In it, you will gain an awareness of the design process with an emphasis on design criteria. This will be followed by formulation of the design brief, development of creative concepts, user testing and quick model making. You will work on a design project through to completion of a full-scale model and a short design presentation.</p>	<p>24</p>

CEID 122	Basics of Architectural Design This studio course introduces you to the design process as it applies to architecture and architectural space. Through idea generation, sketch models, proposal research and presentation and modeling techniques, you will interpret your ideas architecturally as you also explore the locational, contextual and structural aspects of architectural design. You will also work on a site-specific design project individually and in teams.	24
CEID 231	Introduction to SolidWorks This course introduces you to the basics of Solidworks and the possibilities of creating 3D CAD models for design and other projects. The course will cover the fundamental functions of this powerful software, including how to build 3D models from 2D drawings.	12
CEID 235	Introduction to Rhino Learn how to model, edit and analyze organic 3D surfaces using Rhinoceros, an industry-standard software program. In this two-day intensive workshop, you will acquire hands-on 3D prototyping skills by working from real-life scenarios and problem solving using professional and personal projects as examples. This course is ideal for industrial designers, architectural designers, jewelry makers, product designers and anyone who needs to model or prototype products for manufacturing.	12
CEPD 201 (Formerly CEPD 210)	Professional Practices for Designers (formerly <i>The Business of Design Practice</i>) Introducing strategies and techniques for developing and launching your creative design services, this course is ideal for those involved in design practices, developing a business, or for students just discovering design. Identify your distinct qualities as a creative practitioner, craft effective professional communications, discover professional design resources, develop a marketing plan, and practice delivering confident presentations to an audience.	24
CESE 103 (Formerly CECS 110)	New Topics in Contemporary Design (formerly <i>Issues in Contemporary Design</i>) Bridging theory and practice this course explores the impact of design in everyday life. Examine a range of contemporary design trends and issues including social and ethical responsibility, accessibility and inclusiveness, the internet of things, and more. Through research and discussions, you will work collaboratively to address emergent design challenges, toward practical implications of developing design proposals.	24

INSTRUCTIONAL ACTIVITIES + DESIGN

Courses are presented in a variety of formats including online courses, lectures, hands on practice, lab-based courses, and project presentations. Projects will vary in terms of complexity, time frame, tools and materials used, methods, and level of independence.

Lab-based classes may be supplemented with presentations, lectures, exercises and discussions, independent work time, critiques, etc. Lecture- or seminar-based courses will focus on theory, critical investigations or the history of design. Working independently or in groups, students may be required to write, research or present responses to the critical concepts introduced.

Students will have access to computer labs, some materials and tools, the Library, and other facilities.

ASSIGNMENTS + ASSESSMENTS

Students are evaluated through the completion of applied assignments and projects activities as well as exercises, written work, presentations, critiques, attendance and participation. Students can expect to spend approximately one hour completing homework for every one hour spent in class.

Courses follow a Pass/Fail methodology for assessment of learning outcomes. To achieve a Pass (P) coursework must demonstrate a Commendable, Very Good, or Good level of understanding of the subject matter, concepts, and techniques achieved in satisfying the learning objectives of a course.

To receive a passing grade in each of their courses, students must:

- Maintain a minimum 85% attendance rate;
- Complete assignments, exercises, and activities to instructor's requirements;
- Satisfy all course learning outcomes to the instructor's stated P/F standards.

ADMISSIONS

To register in the required courses, students must be current, accepted participants of the TechWomen program (as determined by ISSofBC). No previous experience in 2D or 3D design, web design, or design software is required, but basic computer skills are recommended.

As a guideline, we expect applicants to have an IELTS score of 4.0-5.0 for studio courses and 6.0 for lecture courses.

CAREERS

TechWomen participants can apply their education to a variety of careers and enterprises. Depending on the level of work they achieve and previous education and experience, they can pursue a range of opportunities, including:

- Communication designer
- Web designer
- Product designer
- Freelance designer
- Web content manager
- Social media manager
- Project manager
- Creative director
- Art director

FURTHER EDUCATION

Students can use work from their courses in an admissions portfolio to apply for the following programs:

- 2D Design Certificate
- 3D Design Certificate
- UX/UI Associate Certificate
- Interaction Design Certificate
- Communication Design Essentials Certificate
- Cross Disciplinary Certificate
- Bachelor of Design
- Bachelor of Fine Arts

TRANSCRIPT OF ACHIEVEMENT

All assessments are reported to the Continuing Studies Student Records Department where an official Transcript is organized to show the final grade for each course.

ASSESSMENT GRADING MATRIX

Grading Scale				
Letter Grade	Grade Points	Percentage	Equivalent Descriptions of Achievement	Expanded Definitions of Achievement
A+	4.33	95-100	Distinguished	For coursework of distinction, demonstrating a Distinguished, Outstanding or an Excellent level of understanding of the subject matter, concepts, and techniques achieved in satisfying the learning objectives of a course.
A	4.00	90-94	Outstanding	
A-	3.67	85-89	Excellent	
B+	3.33	80-84	Commendable	For coursework demonstrating a Commendable, Very Good, or Good level of understanding of the subject matter, concepts, and techniques achieved in satisfying the learning objectives of a course.
B	3.00	75-79	Very Good	
B-	2.67	70-74	Good	
C+	2.33	65-69	Competent	Coursework demonstrates a competent, satisfactory or passing level of understanding of the subject matter, concepts, and techniques achieved in satisfying the learning objectives of a course.
C	2.00	60-64	Satisfactory	
C-	1.67	55-59	Pass	
D	1.00	50-54	Marginal Pass	Coursework demonstrates a marginal or barely adequate level of understanding and ability for satisfying the learning objectives of a course.
F	0.00	0-49	Fail	
Grade notations				
AEG			Aegrotat Standing	
P/F			Pass/Fail	Grades of 'Pass' (P), 'Fail' (F) or 'Credit' (CR) may be assigned to select courses that identify P/F/CR as the grading method approved at Senate. Grades of P/F/CR are GPA neutral and will not impact grade point average positively or negatively.
CR			Credit granted.	
I			Incomplete Grade	Incomplete grades may be granted by the instructor, for cases where the student has been unable to complete the course work because of extenuating circumstances beyond their own control. Such circumstances may be medical or of a personal nature and the student may be required to provide documentary evidence.
W			Withdrawal from a course	Grades of 'W' will be assigned where a student officially de-registers from a course in advance of the withdrawal deadline each semester. Grades of W bear no academic penalty and will not be calculated as part of a student's GPA, but will appear on a student's academic transcript.

GETTING STARTED

OneCard

The Emily Carr OneCard is your new permanent Emily Carr University ID card that will provide access to campus facilities as determined by your course registration, including classrooms, shops, studios, library and any other areas and resources that are assigned for your specific requirements. All students must have their OneCard ID to access their classrooms and ECU services.

To obtain a OneCard ID card students must upload their own photo. Follow the instructions contained in your registration confirmation email or, if your registration confirmation email is unavailable, follow the directions below. Upload your photo in advance of your courses start date. Your permanent ID card will be available at orientation or your first session.

YOU MUST HAVE YOUR CARD BEFORE YOU CAN ACCESS YOUR CLASSES.

You will need to upload your picture online through your *myEC* account to ensure that your card will be ready for you. **PLEASE UPLOAD YOUR PHOTO 10 days in advance of your start date** so your card will be printed and ready for your first day of class.

To upload your photo for your OneCard ID card:

1. Log In to your *myEC* account
2. Click on 'Student'
3. Under Campus Links, click on 'Emily Carr OneCard ID Card'
4. **Carefully** read the instructions, then click on 'Get Started Now'

DO NOT PUNCH HOLES IN YOUR CARD.

Please note that there is a \$10 replacement fee for lost or damaged cards.

For further assistance with OneCard, *myEC*, or uploading your photo contact: csreghelp@ecuad.ca

Campus + Building Access

For security purposes, Emily Carr University uses **Card Reader Access** to the University. **Carry your OneCard with you at all times.** If you encounter any difficulty with your OneCard please email csreghelp@ecuad.ca for assistance.

myEC

You will be assigned an account accessing *myEC*, our student information portal. Here you can view your schedule, update your contact information, and view final grades.

Most *myEC* usernames take the form of the first initial of the first name followed by the last name, e.g. Joan Smith would be *jsmith*. Your password (for new students only) will be your birth date (Mmddyyyy). The first two initials of your month of birth, first letter capitalized, followed by the two digits of your day of birth and the four digits of your year of birth. *For example: If your birth date is January 7th, 1979, your password would be Ja071979.

Once you have logged into *myEC* (<http://starthere.ecuad.ca/>), please reset your password. Your new password must be at least 8 characters long and include numbers, uppercase and lowercase letters, and symbols. Passwords are case-sensitive.

If you require assistance please email csreghelp@ecuad.ca or call the Continuing Studies office at 604-844-3810 and we'd be happy to help you.

POLICIES

Useful Links

Location

<http://www.ecuad.ca/about/at-a-glance/locations>

Facility Hours, Parking + Dining

<http://www.ecuad.ca/student-life/campus-amenities/facilities>

Parking Map

http://thebigmove.ecuad.ca/wp-content/uploads/2017/09/Parking-Map_14Sep17-4.pdf

Campus Maps

<http://www.ecuad.ca/student-life/campus-maps>

University Policies

<http://www.ecuad.ca/about/leadership-and-governance/policies>

University Policies

The following policies are available online:

- Code of Conduct for Appropriate use of Information Technology Facilities + Services
- Assessment and Academic Standing Policy
- Student Grade Appeals
- Academic Integrity Policy
- Student Conduct

A complete listing of ECU policies is available online, from the President's Office or contact CS office at 604-844-3810 to have one mailed to you.

Responsibilities to Your Studies

You are responsible to keep your work assignments up to date and to complete all assignments as required. Final assessments are based on practical assignments and written work. In determining the final standing in any course, the work of the entire course is taken into consideration. This includes practical assignments, examinations, reports, attending guest presentations and field trips, attendance, professional conduct and participation.

Complaints

Concerns and issues related to your course work should be addressed with your instructor(s) in a timely manner. Respectful and open conversation between instructor and student should be the first mode of resolution. If either the student or instructor are unsatisfied, or further resolution is required, the Coordinator, Design + Media will work with both student and instructor to resolve the issue.

Student Conduct

The objective of the Student Conduct Policy is to define the appropriate and acceptable standard of conduct by students while attending the University or participating in University activities, and to define the consequences or discipline of unacceptable conduct. For more information on the Student Conduct Policy, please refer to the website:

<http://www.ecuad.ca/assets/content-images/4.6-Student-Conduct.pdf>

Instructors

Instructors are committed to your learning and will be available to communicate by email with students outside of class. Instructors typically respond to student inquiries within 2 business days. Students are asked to conduct themselves professionally when communicating with instructors, respecting that instructors may not be available on holidays and weekends.

Cellphones in the Classroom

Cellphones are disruptive and disrespectful to others. When in the classroom these must be turned off or set to vibrate. Emergency calls received on your cell must be conducted outside of the classroom.

Lateness

Students must arrive on time to class; chronic lateness will be considered equivalent to unexcused absence from a course. Lateness and unexcused absences will impact your grades in the program.

Classroom + Lab Conduct

1. **No food or drink** shall be permitted in classrooms and/or computer labs.
2. Students are expected to keep computer labs and work stations in a tidy state.
3. Students are expected to remain on task during class. Personal emails and online socializing should be conducted during scheduled break times only. Chronic web surfing during class hours unrelated to class activities is considered misuse of University equipment.
4. Students, in all their relationships with the University, instructors and staff, and/or other students, are expected to maintain standards of conduct as outlined in the Student Conduct Policy (<http://www.ecuad.ca/assets/content-images/4.6-Student-Conduct.pdf>)

Participation

An instructor may, at his/her discretion, base a percentage of a course mark upon participation by a student in class activities. Participation refers to the attendance of a student and his/her contribution to the class/group activities and the learning community.

Plagiarism

Emily Carr University of Art + Design has a policy on plagiarism that is strictly enforced. For more information, please refer to the Student Conduct Policy.

Supplies + Text

Opus Framing and Art Supplies provides an exclusive Emily Carr discount price program to the Emily Carr community. The 15% discount provides substantial savings on all art supplies and pre-made frames and mats. To take advantage of this discount, please present your current Emily Carr identification card at the time of purchase. Continuing Studies students can show a print out of their registration and payment receipt in lieu of an identification card.

Print Cards

Emily Carr uses Cash Cards for printing, referred to as Print Cards. Print Cards are plastic cards with a magnetic strip on one side and the Emily Carr logo on the other. Print cards are needed to pay for computer printing and are purchased from the ECU Library.

Student Addresses

Please inform us of any change of address and/or telephone number so we may keep our records and mailing list up-to-date.

FAQs

I HAVE QUESTIONS ABOUT REGISTRATION AND WITHDRAWALS; WHO DO I CONTACT?

If you have any questions or concerns about your participation in TechWomen courses, including registration or withdrawals, please contact the TechWomen facilitator **first**.

If you need to contact ECUAD Continuing Studies staff, please include 'TechWomen' in the subject line on all communications. **Please note:** Communications with course instructors or classmates do not require that you identify yourself as a TechWomen participant.

WHERE WILL MY CLASSES BE HELD?

All Continuing Studies courses are held at the Emily Carr University of Art + Design campus on Great Northern Way. Your course enrollment confirmation will also indicate in what room your course will be held.

520 East 1st Avenue
Vancouver, BC
V5T 1A7

Emily Carr University is situated on traditional unceded Coast Salish Territory.

WILL I RECEIVE A U-PASS/TRANSIT PASS?

Continuing Studies students are not eligible for the Compass U-Pass BC program.

You will receive transportation support cheques from ISSofBC while you are completing the required components as a participant of the TechWomen program.

IS THERE FREE PARKING AROUND THE CAMPUS?

There is limited free street parking around the Emily Carr Campus, including along Great Northern Way and 1st Avenue. There is also limited free parking in the lot on the corner of 1st Avenue and Thornton Street. Please make sure to follow all parking regulations to avoid ticketing or towing.

Monthly parking passes are available (first-come-first-serve) through Facilities. Please contact your TechWomen facilitator if you are interested in purchasing a parking pass.

I HAVEN'T RECEIVED ENROLLMENT CONFIRMATION FROM EMILY CARR UNIVERSITY OF ART + DESIGN.

Once registration opens for upcoming term courses, participants of the TechWomen program will be given the opportunity to select from a list of available courses. All registration requests for courses must go through the TechWomen facilitator.

Once you are registered for your course, you will receive an email (to the email account on file) confirming enrollment. If you do not receive an email within 2 business days of registration, please contact your TechWomen facilitator with the following information:

1. Your Name
2. Your ECUAD Student ID Number (if known)
3. Course Name/Title
4. Course Start Date

I SEE A CHARGE (COST) ATTACHED TO MY ENROLLMENT CONFIRMATION EMAIL FROM EMILY CARR UNIVERSITY OF ART + DESIGN. WHAT SHOULD I DO?

All TechWomen participants receive tuition waivers for their selected course.

Once enrolled in your TechWomen course, you may receive an email confirmation with tuition fee attached. Please disregard; tuition fees will be waived by the University. It may take time to process and remove the charge(s) from your account, but you are not expected to pay for courses offered within the TechWomen program.

You are welcome to enroll in further courses, for which you will be responsible to pay tuition fees. If you are interested in enrolling in additional courses, please contact your TechWomen facilitator for next steps.

HOW DO I GET MY STUDENT ID CARD?

Your student ID card is the Emily Carr OneCard – it will give you access to your classroom, library, and other campus facilities. To get your OneCard, log onto [myEC](#) and select "Emily Carr OneCard ID Card" under "My Bookmarks". Follow the instructions to upload your photo. Keep in mind that your photo must meet the following university requirements:

- A current, colour, jpeg;
- Centred on a plain background;
- Head and shoulders only;
- Eyes open and visible;
- No hats or head covering unless used for religious purposes;
- No filters or digitally enhanced images;
- Minimum width and height of 425 x 425 pixels.

If you are having issues with your OneCard, please contact your TechWomen facilitator.

DO I NEED A MAC COMPUTER AND/OR SPECIAL SOFTWARE FOR MY COURSE?

For all online courses, you will require access to a computer, and Adobe CC. For courses hosted at the Emily Carr campus, you will have access to a MAC lab with all the necessary software on campus, so you can complete assignments there. You may be interested in subscribing to the Adobe Creative Cloud, however Continuing Studies students are not eligible for student discount rates.

HOW WILL I KNOW IF MY COURSE IS CHANGED OR CANCELLED?

In the event of a course cancellation or a change (instructor, room, date or time), all registered students will be notified by email. It is your responsibility to check all emails from Emily Carr University.

CAN I BORROW ITEMS FROM THE EMILY CARR UNIVERSITY LIBRARY?

Students registered in Continuing Studies courses and programs are entitled to access with their OneCard ID. You may borrow up to 15 books, graphic novels, or Exhibition Catalogues. For information regarding library services and hours, [visit the library website](#).

I AM EXPERIENCING PERSONAL ISSUES THAT AFFECT MY PARTICIPATION IN THE COURSE.

If you have any questions or concerns about your participation in TechWomen courses, please contact the TechWomen facilitator. If you will be missing class, please make sure to follow University Policies and contact your instructor to inform them of your absence. It is the student's responsibility to make up any missed assignments, and to be aware of any upcoming course requirements.

I CAN'T ATTEND A CLASS OR CAN'T COMPLETE A COURSE BECAUSE OF AN EMERGENCY.

Please contact your TechWomen facilitator and inform them about your situation. If you will be missing class, or are planning to withdraw from the course, please make sure to follow University Policies and contact your instructor to inform them of your absence.

WILL I RECEIVE A CERTIFICATE FOR COMPLETING MY COURSE?

Continuing Studies students do not receive certificates for completing individual courses. Grades are recorded for all courses for which you have enrolled. All TechWomen-designated courses successfully completed (Pass) may be used toward the completion of one of our part-time Certificate programs.

For more information about our Continuing Studies Certificate programs, please contact:

Kristina Fiedrich, *Coordinator, Design + Media, Continuing Studies*
kfiedrich@ecuad.ca 604-844-3800 local 2903