Welcome to Hangzhou International School

A GUIDE FOR LIVING IN HANGZHOU, CHINA
HIS members have been working through a book study of Douglas Ota’s book, Safe Passage over the last year. It provides information about students, teachers, and community members’ roles in arriving, staying, and leaving international communities.

“Moving is one of life’s greatest challenges. Firmly grounded in psychological theory and cutting-edge neuroscience, Safe Passage maps the challenges and charts a course for individuals, schools, and accrediting bodies to navigate them. Although primarily focusing on international schools, the hopeful message within this book reaches into any school, university, or organization where human beings come and go.”

We encourage you to read this book and begin the transition process before you join us in China.
Introduction

We are excited to meet you in person, and look forward to a great year to come! As you are preparing for your new adventure in China, here are a few bits of information that you can use to help you adjust.

Use this book as the beginning point of your orientation.

^ STUDENTS IN THE GYMNASIUM
WHETHER ON CAMPUS WITH THE COMMUNITY OR EXPLORING THE CITY, HANGZHOU HAS MUCH TO OFFER.

< GARDENS IN HANGZHOU
HANGZHOU HAS MANY BEAUTIFUL GARDENS, HIKING TRAILS, AND TEMPLES TO EXPLORE.
As a community of over 40 nationalities, HIS provides a unique learning experience!

Welcome to Hangzhou International School. The following photos should help give you a perspective of the facilities you will be using.
Welcome to Hangzhou International School. Our school first opened its doors in 2002 and since that time has experienced phenomenal success. A dynamic international community of teachers, students and parents, great facilities and resources, and a holistic approach to teaching has propelled us to the forefront of education in Hangzhou. And this is not just another ordinary ‘great’ year for HIS to come. This will be the 15th year for HIS and we have special plans to recognize and celebrate this milestone in our history. As Director of HIS, I extend a warm welcome to our community.

HIS is and always has been a community-centered school, and through our growth and change, we have kept this core identity in ensuring our students have a caring and safe environment to learn a very challenging and rigorous curriculum. The HIS Board of Directors recognizes this unique schooling environment within the school mission statement:

**HIS Mission Statement**

*We provide international learners with opportunities to pursue academic and personal excellence within a caring community.*

The HIS community is a unique combination of internationalism, strong academics, varied arts and activities, caring atmosphere, and personalized approach that make us successful.

The success of Hangzhou International School has been built upon the strong, quality relationships formed within our school community. Time and time again, new families have come to our school as a result of positive referrals from returning families. Ultimately, our hope is that your child’s time at HIS will be the best schooling experience they will have in their lifetime, and that your family’s time in our school community will be a memorable one. We look forward to your active involvement in your child’s education.

Warm Regards,

Jeffry R. Stubbs HIS Director
## Hangzhou International School
### Administrative Team

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>HIS Director</td>
<td>Jeffry Stubbs</td>
<td><a href="mailto:jstubbs@his-china.org">jstubbs@his-china.org</a></td>
</tr>
<tr>
<td>Upper School Principal</td>
<td>Jessamine Koenig</td>
<td><a href="mailto:jkoenig@his-china.org">jkoenig@his-china.org</a></td>
</tr>
<tr>
<td>Upper School Vice Principal</td>
<td>Patricia Long</td>
<td><a href="mailto:plong@his-china.org">plong@his-china.org</a></td>
</tr>
<tr>
<td>Lower School Principal</td>
<td>Robert Hyndman</td>
<td><a href="mailto:rhyndman@his-china.org">rhyndman@his-china.org</a></td>
</tr>
<tr>
<td>Lower School Vice Principal</td>
<td>Julie Terry</td>
<td><a href="mailto:jterry@his-china.org">jterry@his-china.org</a></td>
</tr>
<tr>
<td>Technology Coordinator</td>
<td>Karl Suits</td>
<td><a href="mailto:ksuits@his-china.org">ksuits@his-china.org</a></td>
</tr>
<tr>
<td>Activities and Athletics Coordinator</td>
<td>Zachary Brooks</td>
<td><a href="mailto:zbrooks@his-china.org">zbrooks@his-china.org</a></td>
</tr>
<tr>
<td>Admissions and Community Relations Coordinator</td>
<td>Andrea Stubbs</td>
<td><a href="mailto:astubbs@his-china.org">astubbs@his-china.org</a></td>
</tr>
<tr>
<td>Admissions Secretary</td>
<td>Kerri Liang</td>
<td><a href="mailto:kliang@his-china.org">kliang@his-china.org</a></td>
</tr>
<tr>
<td>Upper School Secretary</td>
<td>Alice Zhang</td>
<td><a href="mailto:azhang@his-china.org">azhang@his-china.org</a></td>
</tr>
<tr>
<td>Lower School Secretary</td>
<td>Nancy Pan</td>
<td><a href="mailto:npan@his-china.org">npan@his-china.org</a></td>
</tr>
<tr>
<td>HIS Transportation Secretary</td>
<td>Tracy Zhu</td>
<td><a href="mailto:hz-transportation@his-china.org">hz-transportation@his-china.org</a></td>
</tr>
</tbody>
</table>

To learn about our faculty and administrative team please visit our website: www.his-china.org
PHOTOS FROM THE HIS COMMUNITY
HIS STUDENTS COME FROM MANY DIFFERENT COUNTRIES, BUT MAKE FRIENDS ACROSS THESE BORDERS.
PHOTOS FROM THE HIS COMMUNITY
THE GOD OF MONEY SHARES HONGBAO WITH THE STUDENTS AT THE CHINESE NEW YEAR CEREMONY.

VARSITY BASKETBALL TEAM

LOWER SCHOOL CHINESE CLASS FAN DANCE

UPPER SCHOOL MUSIC CLASS

LOWER SCHOOL MUSIC CONCERT
The Information that follows is a briefly Introduction to the School. Please, to learn more about our academics and activities programs, faculty, events, community, and happenings, visit our HIS website.

HIS WEBPAGE:
www.his-china.org

BOOKS, COMPUTERS AND SUPPLIES:
Students are provided necessary textbooks and computers for student use while enrolled at HIS. Most school supplies are also provided. Below are items required from home:

- All grade levels: students must bring a backpack and a water bottle labeled with their names.
- Nursery through Grade 5: students must bring a healthy daily snack from home.
- All grade levels: students must wear appropriate shoes for PE and outdoor activities (no flip flops or sandals)
- Nursery through Kindergarten: students need to supply a change of clothes in case of accidents on the first day of class clearly labeled. All students must be toilet trained.
- Nursery through Pre-Kinder: students need to supply a blanket/small pillow for the naptime.
SCHOOL UNIFORMS:
HIS students adhere to a dress code, which we believe promotes a sense of orderliness and school community, helps with campus and field trip security. We aim to have students wearing similar, if not identical, outfits that create a feeling of community and avoid clothes conscious social situations. All students are required to wear a school uniform.
One uniform and PE set is included in the tuition. Additional uniform items and dragon spirit merchandise may be purchased in the Dragon Shop located downstairs across from the Gym entrance. Please ensure your child is in full uniform from the first day of school. See the Parent and Student Handbook for full details.

HIS STUDENT AND PARENT HANDBOOK:
Handbooks are written for Upper and Lower School Divisions. You can access both in our website.

CAMPUS SCHEDULE:
All students must arrive and be on campus by 7:55 AM. Learning begins at 8:00 AM sharp. It is imperative all students arrive on time. If a student arrives to school after 7:55 they will be required to check in the front office prior to entering class.
When picking up your children at the end of the school day, do not go to your child’s classroom. Avoid entering at any time the learning spaces. At the end of the day, students may be picked up from at the courtyard, with the exception of Nursery, Pre-School and Pre-Kinder. Students should be collected by 3 pm or they will be taken to the front office. The teacher or teacher assistant will bring the rest of the students to the courtyard area. Access to the school buildings and classrooms during school hours is by office permission only.

TRANSITIONING (LEAVING YOUR CHILD AT SCHOOL THE FIRST DIFFICULT DAYS):
The best way to help your child adjust to HIS is to say goodbye, leave quickly and let the teacher take over from there. The longer you stay the more upset your child will be when you leave.

SCHOOL TRANSPORTATION:
If you have contracted school bus transportation, please make sure we have your current address and you have received confirmation of your child’s bus number and schedule.
SECTION 2

DROP OFF IN THE MORNINGS:
Vehicles dropping students off must come through the back gate of the school, and follow the guard on duty directions and proceed all the way to the front of the school and drop the children off at the front circle in front of the office. Parents and drivers must remain seated in the car.
If you are walking your child to their class, please simply park outside of the campus and enter on foot through the front gate without passing through the school with your vehicle. No parent cars are allowed to park on campus.
Cars need to be parked in designated parking areas (side bike lanes or parking space in front of school), and never block the safe stream of traffic on the street. Failure to comply may result in but not be limited to loss of parking and drop off privileges within the immediate vicinity of the school.

HIS ID CARDS:
All adults are required to wear ID Cards while on campus. To avoid signing in each time they visit the school, parents need to have an ID card issued. Please provide the office with a photo for your ID card. We greatly appreciate your respect and support of our security measures as we work to ensure the safest possible learning environment for your children.
In addition, Upper School students are required to present their ID cards when checking out materials, presenting or using library resources.

FOOD SERVICE:
A weekly menu, along with nutritional information, can be found on the left column of the school website www.his-china.org under the heading ‘Cafeteria Menu’. Please inform your child’s teacher if he or she has any special dietary needs.
CURRENT CONTACT INFORMATION:
Current contact information: It is vital we have your correct contact information at all times. Please notify the school should there be a change to any contact details.

SICKNESS:
If your child is sick and cannot come to school please advise the main office by calling or emailing the secretary and teacher.

TEACHERS WEBSITES:
All HIS teachers maintain a website presence with information about their classes. In the Lower School teachers provide either daily updates on their website or weekly newsletters. Upper School teachers rely primarily on Managebac to communicate assignment due dates and student progress. All parents are given access to Managebac upon joining HIS.

HIS WEBSITE:
Announcements will be posted on the website. If there is need for a school closure, families will receive an email sent to their registered email account and a message will be posted on the website. Please check the website if there is a chance of snow or any other major meteorological event. Please take the time to have a look around our website in order to gain a better understanding of our school.

HIS DIVISIONAL NEWSLETTER:
The Newsletter will be e-mailed to all parents every Monday afternoon. This is also accessible on the school website. Please read it in order to become fully aware of what is happening at school, student accomplishments, PAFA announcements etc.

DRAGON NEWS:
The Dragon News is an all school published magazine that is available printed and on our website.
FIELD TRIPS:
Lower School students may go on field trips throughout the year. Depending on the trip, students may be asked to pay for all or a part of the expenses. If a class is going on a field trip and you elect not to send your child, then your child will need to stay home for the day.

The Upper School organizes overnight trips for every grade level. Generally, the trips last from three to five days. These trips are part of the curriculum and attendance is mandatory.
AFTER SCHOOL ACTIVITIES:

HIS offers different after school activities for students enrolled from Kindergarten to Grade 12. Parents can register their children for one activity. Please, check the activities information in the website, review the activity description and sing up accordingly.

The following are just a few samples of the after school activities to give you an idea of the selection.

**Lower School Activities**
- Yoga For Kids
- Movement & PE Games
- Story Writing & Dramatic Play
- Fun with Chinese Characters
- Happy Clay Club
- Chinese Chess
- Community Garden
- Chinese Fan Dancing
- Chinese Literature Reading Club
- Street Style Kickball
- Zumba
- Non-Fiction Reading
- International Culture Club
- Beginning Choir
- Fun with Math & Science
- Pop-Up Books & Greeting Cards
- Computer Club (STEM)
- Board Games Club

**Upper School Activities**
- Rollerblading
- MUN
- Upper School Art
- Chinese Traditional Dance
- Craft Club
- Philosophy Club
- Outreach
- 3D Printing Club
- High School Robotics
- AMC Math Competition
- Film Club
- Woodworking
UPPER SCHOOL SPORTS:
HIS, as a part of the Shanghai International Schools Athletic Conference (SISAC) league, Association of China and Mongolia International Schools (ACAMIS) tournaments, China International Schools Sports Association (CISSA) and Shanghai Swim League, offers a variety of sports by seasons for all Upper School students (Grade 6 to Grade 12).

Sports: Volleyball, Basketball, Touch Rugby, Soccer, Swimming, Cross Country, Badminton, Table Tennis, and Frisbee.
PARENTS AND FRIENDS ASSOCIATION:
The Parents and Friends Association (PAFA) within HIS is open to all parents. There is no need to join, parents of HIS children are automatically members of PAFA. Together as parents, students, staff, faculty and friends, we build a solid foundation that unites our diversity and fosters a positive, cohesive community.

Parental involvement is extremely important. It not only ensures we have the people power necessary to put on school activities; it also shows our students that they are valued members of our community. Involvement does not have to be a full time commitment. One can help out for any event, volunteer to bring in a decoration, or simply provide their email address so people can contact them with questions. Any help strengthens the HIS community as a whole, which ultimately improves the student-learning environment.

Throughout the year HIS has many special events that would not happen without the support of PAFA. To see how you can become involved, please visit the school website (under the ‘PAFA’ heading), or contact our PAFA Committee Liaisons:

Patricia Tam: HISpafaevents@his-china.org
Events Liaison (Internal)

Matthew Brock: HISpafaevents@his-china.org
Event Liaison (External)

Brian Speicher: HISpafacommunications@his-china.org
Communications

Kathrine Kartach: HISpafatreasurer@his-china.org
Treasurer

Andrea Stubbs: astubbs@his-china.org
HIS Community Relations
SCHOOL SCHEDULE:

Lower School Teachers will post the class schedule in the classroom and let students know what they need for the following day. They will also share with parents the schedule in the beginning of the school year, and they will keep it posted in the website.

<table>
<thead>
<tr>
<th>Time</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00-8:10</td>
<td>Language</td>
<td>Language</td>
<td>Language</td>
<td>Language + Push in with Mr. Steve</td>
<td>Language</td>
</tr>
<tr>
<td>8:10-8:50</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Language</td>
</tr>
<tr>
<td>8:55-9:35</td>
<td>Music</td>
<td>Language</td>
<td>Music</td>
<td>Language</td>
<td>PE</td>
</tr>
<tr>
<td>9:40-10:20</td>
<td>Recess / Snack</td>
<td>Recess / Snack</td>
<td>Recess / Snack</td>
<td>Recess / Snack</td>
<td>Recess / Snack</td>
</tr>
<tr>
<td>10:25-11:05</td>
<td>Maths</td>
<td>Maths</td>
<td>Maths</td>
<td>Maths</td>
<td>Maths</td>
</tr>
<tr>
<td>11:10-11:50</td>
<td>PE</td>
<td>Maths</td>
<td>Maths</td>
<td>Library</td>
<td>Language + Push in with Mr. Steve</td>
</tr>
<tr>
<td>11:55-12:35</td>
<td>Language</td>
<td>Inquiry</td>
<td>Inquiry</td>
<td>Inquiry</td>
<td>Inquiry</td>
</tr>
<tr>
<td>12:40-1:05</td>
<td>Lunch</td>
<td>Lunch</td>
<td>Lunch</td>
<td>Lunch</td>
<td>Lunch</td>
</tr>
<tr>
<td>1:05-1:30</td>
<td>Recess</td>
<td>Recess</td>
<td>Recess</td>
<td>Recess</td>
<td>Recess</td>
</tr>
<tr>
<td>1:35-2:15</td>
<td>Mandarin / ESOL</td>
<td>Mandarin / ESOL</td>
<td>Mandarin / ESOL</td>
<td>Mandarin / ESOL</td>
<td>Mandarin / ESOL</td>
</tr>
<tr>
<td>2:20-3:00</td>
<td>Inquiry</td>
<td>Art</td>
<td>Inquiry</td>
<td>Maths</td>
<td>Inquiry</td>
</tr>
</tbody>
</table>

The Upper School schedule is a weekly schedule with 5 periods each day. Core courses meet 3 times a week while others meet twice. Students have 8 classes a week. Each student can access his or her schedule daily through Managebac.
# School Calendar 2017-2018

## Important Dates:

### August
- 10-16 New Faculty In-Service
- 17-23 All Faculty In-Service
- 23 New Family Orientation/Open House
- 24 First Day of Semester One

### September
- 29 Professional In-Service (no school for students)

### October
- 02-06 National Holiday: Mid-Autumn Festival and October Break
- 20 Mid-Term Progress
- 25 Parent-Student-Teacher Conferences (discussed and dismissed times TBA)
- 27 Professional In-Service (no school for students)

### November
- 24 Professional In-Service (no school for students)

### December
- 15 End of Semester One (early dismissal for students)

### January
- 09 First Day of Semester Two

### February
- 15-23 Chinese New Year Holiday

### March
- 21 Student-Led Conferences (discussed and dismissed times TBA)
- 30 Mid-Term Progress

### April
- 02-06 Qingming: “Tomb Sweeping” Festival Holiday and Spring Break

### May
- 01 Labor Day Holiday

### June
- 18 Duannu: “Dragon Boat Festival Holiday
- 29 End of Semester Two (early dismissal for students)
- 30 Professional In-Service (no school for students)

---

**Legend:**
- New Family Orientation/Open House
- Legal Holidays (no school)
- New Staff Orientation (no school for students)
- Professional In-service (no school for students)
- School Holiday (no school)
- Conferences (dismissal times TBA)
- End of Term
- Saturday Make Up Day (only if needed)

Total Student Days: 180  
v. October, 2017
As you are planning what to pack, remember that there are plenty of items available in Hangzhou. It’s a good idea to bring enough items to get you through the first month, so you don’t have to go searching immediately for your preferred brand of items. This will give you some time to shop around, get a feel for what you will need, and where you can buy it.
Deciding what to take will, of course, depend on personal preference and what sort of experience you hope to gain from your time in China. There are three broad categories to consider when packing: Personal Needs, Local Availability, and Creature Comforts. For everything else, try to leave it behind. Many of the essential items can be found in stores or online in China, so you will be able to purchase items that will make your home more comfortable and convenient for you.

LOCAL AVAILABILITY
China is a shopper’s paradise: cheap clothes, handbags, watches, and scarves; gorgeous Chinese antiques and trendy Ikea-style furniture; elegant Asian art and funky Chairman Mao tchotchkes. Most items you might need to make your home comfortable can be found in the following sites: Baopals, Amazon.cn, or yhd.com. Check these sites before you start packing to see if certain items are available. It can be cheaper and easier to purchase things on arrival rather than pack them to bring with you. But even with the great deals and amazing finds, there will be some items you’ll want that, no matter how hard you search, you just won’t find in China, or that are prohibitively expensive. Here are a few examples.

BATHROOM ITEMS
• Particular brands and kinds of deodorant, dental floss, tampons, and perfume are good bring with you.
BATHROOM ITEMS
• Make-up—it is available at department stores but is expensive and often of the “whitening” variety. Sephora does carry western brands of make-up.
• Prescription and over-the-counter medications -- preferred medicines for colds, headaches, or stomach bugs can make self-treatment easier when you don’t feel well. If you have a prescribed medicine, check with your physician to obtain enough to get you through the first few months until you find a new doctor here in Hangzhou. Staff members recommend bringing your own Nyquil, Alka-Seltzer, Tylonel cold medicine, or other similar items.

CLOTHING ITEMS
• Clothing in large and tall sizes can be hard to find. Asian sizes tend to be smaller.
• Large-size shoes are difficult to source. Above 8.5 US (40) for women, or 11 US (44) for men are not readily available. If high-quality shoes are important to you, bring your own.
*Note: Refer to the HIS Policy for work dress requirements

PERSONAL ITEMS
The few personal items that you will need to keep with you are mostly documents, such as birth certificates, immunization records, diplomas, marriage certificates, extra résumés, your will, banking and financial information, drivers license, health insurance documentation, and so on. There are also personal items you’ll want for their sentimental value; you never know when — or how hard—homesickness will hit you. One of the best ways to get yourself through is to have a stash of items that make you feel those good “home” feelings again, things that celebrate who you are and where you come from, such as photos of your family, house, pets, and hometown.

ONE-MONTH’S SUPPLY
There are a few things you will need to use immediately before you’ve had time to source them. Items that you may find embarrassing to shop for (i.e. feminine hygiene products,) are better brought with you in the beginning to help minimize the stress of the transition. If you are moving with a small child or pet, think through what you will need for the first month and be sure to bring enough diapers, wipes, rash ointment, formula, pet food, etc.

WHAT TO BUY IN CHINA
• Hair-dryer or flat irons run on a 220v in China, so get these once you arrive. Hangzhou has lots of humidity in the summer, so you’ll want to make this purchase early on.
• Kitchen Appliances such as coffee makers, blenders, and food processors are easily accessible in China, so you won’t need to try to fit these into your suitcase.
ELECTRONICS AND ELECTRICITY

Electronics are plentiful in China. It is easy to pick up digital cameras, mp3 players, computer components, and more. The prices, however, are no cheaper and often considerably more expensive than in the US, even for items manufactured in China. According to Chinese law, all foreign-branded items that are made for export but consequently sold in China must include an import tax. As a general rule, if you’re only going to use the item in China, buying it here ensures the proper electrical components. But if you will be using the item long term, even after you’ve left China, then you’re better off buying it before your move.

The voltage in China is 220v. Most buildings will have outlets that will fit several configurations of plugs; adapters are easy to pick up at local markets if you have a plug that does not fit. Transformers are available for converting the voltage on small appliances, though it is not always easy to find the one you need. Plugging a 110 volt appliance into a 220v plug can be an unpleasant and shocking experience. Using a transformer can often be hard on the appliance, so we suggest you purchase your kitchen, cosmetic, and other appliances here in China. There are plenty available.

CHINESE PLUGS
ELECTRICITY IS 220 VOLTS

TRAVELING WITH PETS

Bringing a pet to China can be costly and time-consuming. If your pet will be joining you, remember that you will be living in an apartment, and probably traveling for several weeks over the course of the year. While an ayi might be able to watch your pet for some of the time, finding a good kennel can difficult and expensive.

Check out the China pet quarantine requirements or try to book flights with a pet transportation company to help decrease the requirements and stress of traveling with a pet. Some airlines allow pets to travel in the plane with you, but others will require the pet to be in a kennel in the cargo hold. Depending on your airline, ticket level, and originating location, the rules may be different.

Pet Movers: http://www.petmovershk.com

Local supermarket near the school campus with variety of foods and household items.
Advice from an HIS faculty cat owner: Finding an airline that will take an animal and does not fly into Beijing or Shanghai can be a challenge. Some airplanes do not have climate controlled areas in the cargo hold and might not transport animals during certain times in the summer, due to the heat. Check schedules for different days, as one day may have a type of airplane that can take a pet, but another day a different type of plane that cannot. I used Asiana, but EVA also flies into Hangzhou. I got a large 30-50 pound animal kennel, as the airlines did not charge more! Ask what the airline will and will not allow and what you must have in the kennel, in terms of size and weight!

From the US: you will need to get a form from APHIS for your veterinarian to fill out 10 days before you leave; send it to the USDA and get it back to take it with you to China. Let your veterinarian with enough advance warning so they can contact APHIS with any questions. http://www.aphis.usda.gov/aphis/pet-travel/by-country/pettravel-china

LUGGAGE VS. SHIPPING

Advice from faculty: If you do use a shipping company, you won’t be able to get your items through customs until your visa receives final clearance. This means that you most likely will not receive your shipment for up to a year. Although shipping companies can store your items for a year, that may be an expensive option. If you can pack or post items directly to Hangzhou, this is a better option because of expense and time.
What is Culture Shock? How Expats Learn to Cope with Cultural Differences

A foreign country may prove uncomfortable at the beginning, until one learns more about the new culture, people and social rules.

A great website to find more information about moving, adjusting, and connecting as a cultural expat:

http://www.thecultureblend.com

By Relocation Expert

May 4, 2011

Taken from the website:

https://www.moveoneinc.com/blog/relocations/what-is-culture-shock-how-expats-
One of the most stressful aspects of moving to another country is facing a completely new culture. Regardless of how prepared you might be, the change of culture and environment is something that affects everyone. The experience of culture shock, especially for first-time expats, is quite normal.

‘Culture shock’ also includes the stress of being separated from the important people in life—family, friends and colleagues that we would normally talk to at times of uncertainty. Coping with culture shock is one of the more challenging aspects of moving overseas. Some people don’t talk about it at all because they feel they should adapt instead of feeling uncertainty or anxiety.

The truth is that every traveler feels this way to a certain extent, but for first timers, it is particularly acute. It gets pretty confusing when we have to cope with a new language, which we may not be able to speak; new foods with unfamiliar flavors and textures or from unfamiliar sources. The relative welcome or exclusion by local residents, new and different social rules, laws and taboos all contribute to this feeling. Other practical issues can also cause stress such as temperature, weather and climate, or the relative reliability of services such as electricity, water, telephone, internet connection, garbage pick-up and countless other small issues. Culture shock can be severe, especially if you move from a completely different cultural background, for example from Switzerland to Saudi Arabia.

The good news is that everyone adapts after a while. It can be hard at times, but it is truly such a valuable life experience that no one would ever regret going through. It gives us the opportunity to learn about others and ourselves, to accept and appreciate differences. Being able to integrate and participate instead of just observe is a precious life skill. Here are the five most common phases of adjustment to a new culture and environment:

**Phase 1 – HONEymoon**
This phase usually lasts two to six weeks. During this period, expatriates are usually excited to be in the new country and are fascinated by its sights. Those who relocate to emerging countries will experience a relative increase in status and standard of living. In the beginning, everything is so new and exiting. For these reasons, or perhaps some other reasons, freshly relocated assignees often feel very good in a situation of the first brief period of expatriation.

**Phase 2 – CULTURE SHOCK**
After a month or so, the initial phase ends and expats usually face the barriers in performance of their jobs or in everyday life. They may even realize that methods they used in their careers are either useless or counter-productive in their different cultural environment. It can become even worse if they have brought their families with them and realize that their loved ones are stressed and confused by the new circumstances. Due to such difficulties, expats may feel culture shock symptoms such as confusion, anger and frustration. This phase usually lasts six to eight months.
Phase 3 – GRADUAL ADJUSTMENT
In this phase, expats begin to adjust to their new situation and slowly regain their self confidence. Through relationships they build with other expats and locals, they begin to understand the new environment better and start to integrate into society. This phase can last one to two years, during which they begin to appreciate and understand local habits, language, lifestyle and business practice. This is the phase in which foreigners adapt to local culture, with much less anxiety.

Phase 4 – BASIC COMPETENCE
It could take another year or two for expats to gain basic competence in another country’s business practices. This period could be even longer in the emerging countries where business rules are not clearly set and depend greatly on personal relationships. Still, as relationships build up, it becomes easier for an expat to develop functional proficiency in a foreign environment.

Phase 5 – MASTERY
It takes a total of five to seven years (according to some studies) for an expatriate to fully develop appreciation and understanding of the host country and its culture. Those on high managerial positions need firm relationships with people in positions of influence within their own organizations and outside of it. It may be the only way to achieve sustainable progress. But it takes time and patience as, before getting close to people, we need to accept and appreciate their culture, habits and language.

Culture shock is normal, and the feeling of confusion, disappointment and stress will dissipate. What each expat can do to make the transition easier is to prepare by reading about the host county, its people, rules, habits, taboos and business practices.

Settling into Your New Home

ACCESSING TECHNOLOGY
Internet in China can be tricky. Many websites or platforms are blocked in China, but can be reached with a Virtual Private Network (VPN). Blocked sites include Facebook, Youtube, Twitter, Google Sites, New York Times, Dropbox, etc. However, there are many Chinese versions of these sites such as Youku, Weibo, Renren, QQ, that will be as much fun to explore once you gain access to Chinese language. A VPN remains the best bet for expats looking to connect with others back home.

TECHNOLOGY CHECKLIST PRIOR TO ARRIVAL IN CHINA
- Log in to school website:
  - http://www.his-china.org
- Log in to school email
  - https://login.microsoftonline.com/
- Log in to ManageBac
  - https://his-hz.managebac.com/home/
- Join WeChat Group “2017 new hires”

GLOBAL ACCESS
HOW TO STAY IN TOUCH WITH EVERYONE
TECHNOLOGY CHECKLIST AFTER ARRIVAL IN CHINA

- Sign up for cell phone plan at China Unicom
- Sign up for internet modem service through China Telecom
- Purchase a VPN Router through NetFree routers http://www.netfreerouter.com/

It is not recommended to purchase a Virtual Private Network (VPN) plan for your personal computer or phone prior to your arrival in Hangzhou. VPN software such as Express VPN and Astrill can be purchased and installed after arriving in China. Many staff choose to rent a VPN router through Netfree Router instead of VPN software though.

Having a VPN on your phone or computer means that you can access blocked sites outside of the school or home VPN routern networks, but is an additional expense.

Several companies allow for VPN access for phone or computers:

- Astrill
- Strong
- Express

INTERNET AND WIFI IN YOUR APARTMENT:

We usually recommend China Telecom to set up internet within apartments. The prices and speeds below are for a one year contract. You will need to have your passport to apply for this upon arrival. It typically takes about 2-3 days to get set up, so this should be a priority so you can have internet at home quickly. You will be able to access the internet at school anytime, so that will help you transition.

*Internet is very fast for websites not blocked in China. The maximum speed is 100 mb/s within Hangzhou.

**For sites blocked in China, VPN speed of 5 mb/s is fast enough to stream sites like Netflix.

Prices shown are paid in advance per year. A standard router and password can be set up for roughly 450 rmb (150 rmb router + 300 rmb labor = ~75 USD). We can suggest a vendor to help you set up the router at your apartment if you are interested.

<table>
<thead>
<tr>
<th></th>
<th>Line + Modem to Apartment</th>
<th>Netfree VPN Router in Apartment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2000 RMB for 1 year</td>
<td>2000 RMB for 1 year</td>
</tr>
<tr>
<td></td>
<td>(100 mb/s*)</td>
<td>(around 5 mb/s**)</td>
</tr>
</tbody>
</table>
MOBILE PHONES
Check that your phone (phone plan) is unlocked before you come to China. Be sure that your phone can have a new SIM card added, so you can immediately have access to communication. You will receive a China Mobile card from the school and can apply for 4G services through China Mobile, or elect to go with China Unicom. You can buy minutes each month to add money to your phone in order to call, text, or use data. It’s pretty simple to access and update your phones upon arrival. Again, this is probably something you will want to do in your first days in China, so you can access information online and let people know you have arrived.

A mobile phone SIM card costs 25 RMB. Using the table below, you can see the plans that are available for phone and data usage. The recommended China Unicom monthly cell phone plan is 196 RMB for 500 minutes of talk time and 3GB of data a month. For each additional 1GB of data, it will be an extra 60 RMB per month.

<table>
<thead>
<tr>
<th>Price per month (RMB)</th>
<th>Minutes of Talk Time</th>
<th>Data Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>136 RMB</td>
<td>500</td>
<td>1GB</td>
</tr>
<tr>
<td>166 RMB</td>
<td>500</td>
<td>2GB</td>
</tr>
<tr>
<td>196 RMB</td>
<td>500</td>
<td>3GB</td>
</tr>
<tr>
<td>296 RMB</td>
<td>1000</td>
<td>4GB</td>
</tr>
<tr>
<td>396 RMB</td>
<td>2000</td>
<td>6GB</td>
</tr>
<tr>
<td>596 RMB</td>
<td>3000</td>
<td>11GB</td>
</tr>
</tbody>
</table>

IPHONE APPS FOR HANGZHOU LIVING:
These are solely iPhone apps, but there are often the same apps available for Android phones. China’s appreciation of the Apple platform means that many people find it easier to use Apple rather than Samsung or Android products. The Google Play store is not available without a VPN.

• WeChat — The most popular app for communicating, transferring money, paying bills, and generally everything else in China. You will use WeChat to join a variety of groups to keep up to speed on social and schoolwide events. Install this app as soon as possible, but know you might change it for a China-based one later.

• AliPay — The second most popular app you will use in China. It is primarily an app for paying or purchasing items, but allows you to top up phones, pay your utilities, add money to metro cards, transfer funds, buy train tickets, call taxis, and so much more!

• Hangzhou Metro — Good app for knowing the Hangzhou metro system. As the subway creeps closer to HIS, we’ll be using this app more effectively.

• MORE Hangzhou — Great for finding restaurants, events, or various venues. Check out the website: http://www.morehangzhou.com

• Ni Hao — This app is a newcomer, but provides excellent access to events, restaurants, train tickets, movie tickets, chat forums and translation — all accessible in English. Look for this app to improve your life.
HELPFUL APPS IN ENGLISH

- **Translator** — This Microsoft Translator app allows you to copy and translate text messages in Chinese. It has camera and microphone functions to allow for easy translation and communication techniques.

- **Air Quality China** -- This app is the one we use to track air issues at school. Add Hangzhou as the city and then use the Binjiang and the Xixi Wetlands locations to triangulate our location and AQI. It measures the average of PM 2.5, 10, and other pollutants.

- **SkyScanner** -- This app is used to compare flight prices and to find arrival times of incoming flights.

- **Chinese Pod** -- This app provides great conversations, vocabulary, and lessons for learning Mandarin on the go.

- **Ulmon Maps** — offline map of Hangzhou and surrounding areas. Easy to use with GPS.

- **Taxi-Book Hangzhou** -- This app provides locations of restaurants, airports, train stations, and other venues. Helpful to use to copy the address in Chinese over to the Didi Taxi app for location of the place you want to travel to. Not necessarily updated regularly though.

- **OneDrive** — This Microsoft app allows you to access files saved on your school computer from your mobile device.

- **Astrill** — This app lets you access the internet with a VPN, regardless of your location. Usually costs about $50 a year. It does slow your internet access down a bit, but allows access to blocked sites.

- **Apple Maps** -- Since Google is hard to access without a VPN, and the VPN often slows down the speed of your mobile device, Apple Maps can be accessed without the VPN. It provides directions for transit, bus routes, and bike paths. Easy to use in English.

HELPFUL APPS IN CHINESE

- **Didi Taxi** — This app functions like Uber. However, it’s all in Chinese. You have to use the GPS location finder to request a taxi. When you want to add a location, go to More Hangzhou, Taxi Book, or NiHao apps to copy and paste the Chinese address. You will receive a phone call from the taxi driver picking you up. Just say, “Dui, dui, dui” and eventually he’ll find you. When you get in the taxi, show him where you want to go. You can access this app in WeChat Wallet, Alipay or as its own app.

- **Ele.me** -- This app delivers hot and tasty food to your door. Although it’s all in Chinese, you can get your address set up early, so the delivery guy knocks on your door. Food can be ordered as a picture.
• **Mei Tuan** -- This app also delivers foods. It as the yellow kangaroo logo and the drivers are quick to bring you tasty foods. Uses GPS for delivery location. All in Chinese though.

• **Baidu Maps** -- This app provides good bus routes and locations, but it’s all in Chinese.

• **ABC** -- This app provides access to the Agricultural Bank of China. You can access your account and know how much money you have. It’s all in Chinese though, so some guesswork or language skills are necessary.

• **Youku** -- This app allows you to watch videos in English and Chinese. Can be downloaded onto your mobile device as well. Some recent episodes need access via a purchased code. Can be viewed on mobile device or computer.

• **Didi Taxi** purchased Uber China, so uses some of the same technology to help riders connect with drivers.

• **Bike Sharing Apps** -- **Hellobike, Ofo, Mobike** -- These apps allows you to rent and return bicycles around Hangzhou. There are many stations and individual bikes for access, because Hangzhou prides itself on the green lifestyle.
CHINA ONLINE SHOPPING

Online shopping makes life very easy in China. Home delivery is a great option for busy people, and you see delivery scooters all over Hangzhou with boxes piled high. You don’t need to tip, unless you really see the same person again and again. This is an affordable and positive benefit of living in China!

BAOPALS

Take advantage of Baopals to order the items that you need. You can shop the major delivery sites in English, find great deals, and almost anything your heart desires. Get your phone and bank card synced with Alipay so you can easily purchase or transfer funds as necessary.

SETTING UP ALIPAY FOR SHOPPING

To make best use of China, set up your Alipay account by linking it to your ABC bank card. As an expat, it used to be quite difficult to set up Alipay, but the process has gotten a whole lot easier recently, not least because the interface now has English!

Setting Up Your Account

First you must download Alipay from the the Android or iOS app store. It will automatically set to English if your phone is set to English. Once downloaded when you first open the app your will be presented with the sign in screen.

Next you’ll add a bank card so that you can actually pay for things. To do this, first select the Me tab. Once in the Me tab, select Bank Card to add a new card.

Note: To proceed you must have a valid Chinese bank account with a UnionPay debit card.

After entering your bank card number, fill in the details for your account, and identification. Make sure the name you enter exactly matches your name that is registered on your bank account. Then select the ID Type field and you will receive a popup - these options are in Chinese. You’ll want to select the passport option (we’re guessing you don’t have Chinese ID), so select the option highlighted above, then enter your passport number.

Finally, enter the phone number that is registered with your bank account. Once all details are filled in, Click the blue Next button at the bottom of the page, and it will take a few seconds to link your bank account to your Alipay account. That’s it, you’re all set up!
MAKING WECHAT WALLET WORK

As an expat in China, there's no easier way to transfer money to friends, pay the bill at a restaurant, or shop on baopals.com than to use WeChat Wallet. If you haven't set your own WeChat Wallet up yet, here's how:

Getting Started

If you downloaded WeChat in China, or installed the Chinese version of WeChat then you've got access to WeChat wallet. Head over to your home screen (or "Me" on the menu at the bottom) and a tab for your Wallet awaits. If you downloaded WeChat outside of China, you might need to wait until you get here to reload the app. Find the steps here: https://blog.baopals.com/shopping-tips/set-wechat-wallet/

If you don’t see the Wallet icon, either update to the most recent version of WeChat or uninstall and reinstall the Chinese version of WeChat. Once that is sorted, you will need to have a friend transfer you a small amount of money just to ensure that your wallet is in place and ready to receive or send money.

Add your bank card by clicking on the Cards section in the upper right corner. Create a 6 digit password. Put in your number and WeChat automatically detects your bank and type of card. You will then need to add your name and ID type. At current, the ABC bank card will allow you to link your account with the WeChat wallet.

*Note -- It is a good idea to set up a secondary account into which you can transfer funds periodically for shopping or online purchasing. This decreases the opportunity for theft from your account.
Grocery Shopping Online: Delivery

There are plenty of ways to have food or items delivered to your door. Many companies located in Shanghai will deliver quality and fresh vegetables within one day, so you can be assured of getting good foods. Check out the options below.

• **Epermarket**: Online vegetables, fresh or packaged meats, seafood, canned goods, etc. Fresh and organic food also accessible. Delivery next day for 70rmb per delivery. Great to share with a faculty group for larger orders.

• **City Shop**: Online shopping for groceries delivered to your home.

• **Shanghai 9**: Alcohol delivery of various international origins. Takes 1-2 days for delivery of up to 10 kg.

• **Fields China**: Online vegetables and fresh organic foods delivered to your home. Great quality foods and delivery times. Can get expensive.

• **Kate and Kimi**: A community based food website for Shanghai’s foreign residents – fresh and organic food easily accessed. Reasonable delivery fees with good delivery dates and times.
SHOPPING ONLINE IN CHINA

With the advent of Baopals.com as an English language interface for Taobao, you truly can find just about anything. Packages arrive regularly at the school campus or apartments for faculty who need specific items delivered. Once your banking system is sorted, and you get your Alipay and WeChat wallet set up, you’ll be able to order, purchase, pay, and top-up just about anything you need in China. We’ll set up online shopping sessions in your orientation week.

• Yi Hao Dian ([http://www.yhd.com](http://www.yhd.com)) is a website to purchase items that can be delivered to your house and you pay cash on delivery. Simple home appliances, food, and other items can be paid for in cash or with a debit card.

• Amazon.cn ([http://www.amazon.cn/](http://www.amazon.cn/)) This is the same Amazon you are used to back “home” but allows you to access other items from within China. They will deliver and you can pay cash on delivery if you prefer, or you can use your US/International credit card as you do for Amazon.com. If you type in “Amazon Global Shipping” you can access almost anything on Amazon from other countries shipped to you in China for just a bit more.

• Tao Bao ([http://www.taobao.com/](http://www.taobao.com/)) has everything ever made in China. Expect cheap prices and cheap merchandise, but it’s great if you don’t want to have to go out and bargain.

• IKEA: ([http://www.ikea.com/cn/en/store/hangzhou](http://www.ikea.com/cn/en/store/hangzhou)) Ikea is a great place to go when you first arrive. We’ll schedule a visit with a bus to take you there, so you can purchase mattress toppers, extra dishes, etc.

• Jing Dong: ([http://www.jd.com/](http://www.jd.com/)) offers a seamless online shopping experience for customers around the globe. This means providing authentic products from a more trusted manufacturers and designers in a timely and reliable fashion.
HEALTH CARE:
There will be a presentation by the health insurance company in the first two weeks. There are several expat hospitals and clinics within easy reach from the school, so it will be convenient if you want to set up a personal health check early. Below are several clinics, hospitals, and dentists that some of the HIS faculty visit.

Sir Run Run Shaw Hospital
3 East Qingchun Road
浙江杭州庆春东路3号
Tel: +86-571-86006118 / ISC@srrsh.com

American Sino OB-GYN & Pediatrics Hospital
No. 558, Zhongshan Road Middle,
Shangcheng District, Hangzhou
杭州市中山中路558号
Tel: 400-855-9888 / (86)0571-8659 8888

Hangzhou Aima Maternity Hospital
No.666 GudunRoad,
West Lake District, Hangzhou
杭州市西湖区古墩路666号
Tel: +86 (571) 56818818

Anchor Health Clinic
No.12 Lingyin Rd, Westlake district, Hangzhou
浙江省 杭州市 西湖区 灵隐路12号浙江医院外宾诊疗中心
Tel: +86 571 8807 2705
enquiry@myanchorhealth.com

Ivy Dental Clinic
Booth 4-102, Xiaoxiang Yuan, Chunjiang Huayue, Feiyunjiang Rd. (Close to Zhijiang Rd.)
飞飞云江路春江花月月澜苑商铺4-102
Phone: 0571 8681 7799,0571 8681 7798
HOUSEHOLD HELP
Many teachers hire a maid or “ayi” to help clean, do laundry, shop, pay bills, order water, watch children, cook, etc. There are a variety of services that ayis can offer, but typically, you will pay about 25-30 rmb per hour for her help. You will have to negotiate days, times, and expectations directly with the ayi, but you can look through several online sites to help you get a sense of what is available.

Having household help helps to ensure that the transition to living in a new country runs smoothly because she can make certain that things at home are clean and sorted for you. Returning teachers will have recommendations for you.

FINDING AND NEGOTIATING WITH AN AYI
Some families with children might hire an ayi and pay a salary per month as opposed to keeping track of hours.

Typically, it’s good form to negotiate with the ayi with regards to your expectations on salary, working days, items to be cleaned, and/or cleaning items. Be aware that she may have a preferred method of doing things, so you may need to work out some compromises throughout your time together.

Likely the ayi will not speak English, so phones are a good way to communicate because you can translate your instructions into Chinese (and then retranslate them into English to see if they make sense) and share with the ayi if necessary.

Items to discuss with your ayi as you are introducing her to your house:

- **Salary** — may be negotiated each year, but typically will run about 30-35 rmb per hour worked in Hangzhou.
- **Number of hours worked per week** (a typical school apartment may need 2-3 visits a week of 2-3 hours each). Will you pay a fixed rate per month or an hourly accounting based on each visit?
- **Chinese New Year Bonus** (it is tradition to pay a Chinese New Year bonus payment of the month payment before the holiday.)
• **Holiday** -- will you pay the ayi over the holidays?
• **Public Holidays** -- understand that these are national holidays, so negotiate if the ayi will come on those days or not.

**Cleaning duties**
- What do you want the ayi to accomplish each time?
- What is your level of “clean”?
- Do you want items thrown away or merely put neatly into piles?
- Cleaning kitchen, bathroom, making beds, washing laundry, hanging clothes to dry, ironing, cooking, etc.

• **Purchasing cleaning items** -- the ayi might be willing to purchase the cleaning items she prefers. You can leave her money, and she can get the items cheaply at markets around your apartment.

• **Paying bills** -- it’s often easy if you leave money for the ayi to pay the bills, but you will need to request that the ayi do this feature.

• **Shopping at the wet markets** -- the ayi can often purchase vegetables, meat, and other items cheaply at the wet market, but if you prefer specific types of food, then be sure to communicate your preferences.

• **Ordering water** -- the ayi can often order replacement 5KL bottles of water to be delivered to your apartment when she cleans, so this is an efficient way to ensure that you never run out of water.

• **Cooking** -- Some ayis are willing to cook, but may not feel comfortable making “western” dishes. They prefer to make simple Chinese food, and can often leave it in your refrigerator to heat up later. Sometimes, the ayi will use quite a lot of oil, so be sure to explain your cooking preferences, and work out which meals you do like and which you don’t.

Not all ayis are willing to cook for a family (or they may charge you extra). Additionally, there are cookbooks that are in English and Chinese to share with the ayi if you are interested in having her cook certain dishes. Dumplings that can be frozen and cooked later are a great item for your ayi to make!

**SAFETY**
Most ayis are capable and reliable. You won’t have to put away cash, passports, valuables, etc., but it does pay to be responsible and keep your valuables safely secured just in case. Remember though, that your interactions with the ayi can certainly influence their practices.

We’ll set up some ayis for you to meet with in the first weeks, and many faculty have recommendations of their ayis who would be willing to work for other new families. This is a good way to learn about what you can expect from an ayi -- and provides a quality referral.

• **Xiao Long Bao**
  AYIS CAN MAKE SOME MEAN DUMPLINGS!

• **Wet Market**
  AYIS CAN DO YOUR FRESH MARKET SHOPPING!
LEARNING MANDARIN

HOW TO COMMUNICATE
When you first come to China, it can be difficult to know how to communicate with your ayi, the local vegetable sellers, taxi drivers, etc. However, with a few words, you can find that things can begin to work smoothly.

There are plenty of websites to help you learn Mandarin. Use the next few pages to help you get started, and then you can begin lessons when you arrive.
NI HAO MA?
Chinese uses tones to help communicate their meanings. Even though the number of words are not infinite, the use of tones means that each word has multiple meanings because pronunciation of the tone can change the meaning.

• First Tone (ā)-- even sound (like a vowel that says its name) • Second Tone (á)-- the sound goes up like a question in English (think uptalk where each sentence ends with a question)
• Third Tone (ǎ)-- this is a variable tone that begins high, goes down, and comes back up. It takes the longest to stay
• Fourth Tone (à)-- a harsh sounding downward tone (dismissive)

Try this silly tongue twister to practice the tones:

妈妈骑马，
马慢妈妈骂马。

妈 妈 骑 马，
马慢，妈 妈 骂 马。  

Below are some of the common phrases you will probably master in the first few weeks of living in Shanghai.

GREETINGS

<table>
<thead>
<tr>
<th>English</th>
<th>Chinese Characters</th>
<th>Pinyin Pronunciation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hello</td>
<td>你好</td>
<td>nǐhǎo</td>
</tr>
<tr>
<td>Good-bye</td>
<td>再见</td>
<td>zàijiàn</td>
</tr>
<tr>
<td>Thank you</td>
<td>谢谢</td>
<td>xiè xiè</td>
</tr>
<tr>
<td>No thanks</td>
<td>不用了，谢谢</td>
<td>bù yòng le, xièxiè</td>
</tr>
<tr>
<td></td>
<td>没有谢谢</td>
<td>méi yǒu xièxiè</td>
</tr>
<tr>
<td>You are welcome</td>
<td>不客气</td>
<td>bù kèqi</td>
</tr>
<tr>
<td>Yes</td>
<td>是的</td>
<td>shì de</td>
</tr>
<tr>
<td>No</td>
<td>不是</td>
<td>bù shì</td>
</tr>
<tr>
<td>Excuse Me</td>
<td>对不起</td>
<td>duì bu qǐ</td>
</tr>
<tr>
<td>I don’t understand</td>
<td>我听不懂</td>
<td>wǒ tīng bù dǒng</td>
</tr>
<tr>
<td>I</td>
<td>我</td>
<td>wǒ</td>
</tr>
<tr>
<td>you</td>
<td>你</td>
<td>nǐ</td>
</tr>
<tr>
<td>he, she</td>
<td>他，她</td>
<td>tā, tā</td>
</tr>
<tr>
<td>I already have</td>
<td>我有</td>
<td>wǒ yǒu</td>
</tr>
<tr>
<td>I don’t have</td>
<td>我没有</td>
<td>wǒ méi yǒu</td>
</tr>
<tr>
<td>Do you have</td>
<td>Wifi密码</td>
<td>Wifi mì mǎ shi</td>
</tr>
<tr>
<td>a wifi password?</td>
<td>是什么？</td>
<td>shen me</td>
</tr>
</tbody>
</table>
**QUESTIONS AND DIRECTIONS**

Using the MORE HANGZHOU app will help you get where you want to go in a taxi, but it also helps to know a few words and directions when communicating with the driver.

**NUMBERS:**

You should learn your numbers because it can help in so many different areas. There are hand gestures that are useful as well. We’ll go through these in the first week.

<table>
<thead>
<tr>
<th>English</th>
<th>Chinese Characters</th>
<th>Pinyin Pronunciation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where is the bathroom?</td>
<td>厕所在哪里？</td>
<td>cèsuǒ zài nàlǐ?</td>
</tr>
<tr>
<td>Hi Driver, I want to go to...</td>
<td>你好师傅，我要去……</td>
<td>nǐhǎo shīfu, wǒ yào qù…</td>
</tr>
<tr>
<td>go straight ahead</td>
<td>一直走</td>
<td>yízhízǒu</td>
</tr>
<tr>
<td>turn right</td>
<td>右拐</td>
<td>yòu guǎi</td>
</tr>
<tr>
<td>turn left</td>
<td>左拐</td>
<td>zuǒ guǎi</td>
</tr>
<tr>
<td>stop here</td>
<td>这里停</td>
<td>zhè lǐ tíng</td>
</tr>
<tr>
<td>slow down</td>
<td>慢一点</td>
<td>màn yìdiǎn</td>
</tr>
<tr>
<td>can / can’t (is it possible or ok?)</td>
<td>可以／不可以</td>
<td>kě yǐ bù kě yǐ</td>
</tr>
<tr>
<td>Do you have / not have?</td>
<td>有没有？</td>
<td>yǒu / méi yǒu</td>
</tr>
<tr>
<td>want / don’t want?</td>
<td>要／不要</td>
<td>yào / bù yào</td>
</tr>
<tr>
<td>like / don’t like?</td>
<td>喜欢／不喜欢</td>
<td>xǐ huān/bù xǐ huān</td>
</tr>
<tr>
<td>Bill please</td>
<td>买单</td>
<td>mǎi dān</td>
</tr>
<tr>
<td>May I have a bottle of...?</td>
<td>麻烦给我一瓶</td>
<td>má fàn gěi wǒ yī píng</td>
</tr>
<tr>
<td>water</td>
<td>水</td>
<td>shuǐ</td>
</tr>
<tr>
<td>beer</td>
<td>啤酒</td>
<td>píjiǔ</td>
</tr>
<tr>
<td>I want it cold / hot</td>
<td>冰的／热的</td>
<td>bīng de / rè de</td>
</tr>
</tbody>
</table>
SHOPPING MANDARIN

It’s helpful to learn a few phrases below so you can bargain smoothly in the markets, the shops, and just to get around. Good luck with your purchases!

<table>
<thead>
<tr>
<th>English</th>
<th>Chinese Characters</th>
<th>Pinyin Pronunciation</th>
</tr>
</thead>
<tbody>
<tr>
<td>How much does it cost?</td>
<td>这个多少钱?</td>
<td>zhè ge duō shǎo qián?</td>
</tr>
<tr>
<td>That is too expensive!</td>
<td>太贵了!</td>
<td>tài guì le!</td>
</tr>
<tr>
<td>Can you make it cheaper?</td>
<td>便宜一点?</td>
<td>pián yì yī diǎn?</td>
</tr>
<tr>
<td>It’s too big</td>
<td>太大了</td>
<td>tài dà le</td>
</tr>
<tr>
<td>It’s too small</td>
<td>太小了</td>
<td>tài xiǎo le</td>
</tr>
<tr>
<td>This one</td>
<td>这个</td>
<td>zhè ge</td>
</tr>
<tr>
<td>That one</td>
<td>那个</td>
<td>nà ge</td>
</tr>
<tr>
<td>A lot (very much)</td>
<td>很多</td>
<td>hěn duō</td>
</tr>
<tr>
<td>I want ...</td>
<td>我要</td>
<td>wǒ yào</td>
</tr>
<tr>
<td>I don’t want</td>
<td>我不要</td>
<td>wǒ bù yào</td>
</tr>
<tr>
<td>I want to buy / I don’t want to buy</td>
<td>我要买 / 我不要买</td>
<td>wǒ yào mǎi / wǒ bù yào mǎi</td>
</tr>
<tr>
<td>Shopping</td>
<td>买东西</td>
<td>mǎi dōng xi</td>
</tr>
<tr>
<td>Ok / Good</td>
<td>好的 / 好了</td>
<td>Hao de / Hao le</td>
</tr>
</tbody>
</table>

HELPFUL WEBSITES FOR LEARNING MANDARIN AND CULTURE

**Sapore di Cina:** Tales, Images, and Flavors of China
This website provides a variety of blogs regarding living in China, but also has links to 51 excellent resources for learning Mandarin. These range from conversion to actual online programs that help you learn the language. See their e-book for *Living and Working in China* for more information.

**Ask Benny** is a good site for situational specific vocabulary lessons. They also have podcasts and lessons with dialogues for newbies. Plus, they have some lessons that center on life in Shanghai, so it’s a good way to learn the area as well. ([http://www.askbennychinese.com/](http://www.askbennychinese.com/))

When you are trying to translate from characters to pinyin to English, you can use a pinyin translator like [Pin1yin](http://www.pin1yin1.com/) to help you communicate. It also has a dictionary to find words or phrases from English as well. ([http://www.pin1yin1.com/](http://www.pin1yin1.com/))

There are many more sites out in cyberspace, but these are just a few that might help you learn the language.

Good luck on your journey!
HOW TO GET AROUND IN HANGZHOU

Once you arrive in Hangzhou and get settled in, you’ll want to explore a bit. There are many ways to explore, so you’ll have a chance to try your fancy. HIS provides a transportation card that can be used in the metro, to rent bicycles, and in some taxis, so you’ll have easy access to all ways to explore Hangzhou. On the coming pages, you’ll see different options for getting around the city you will soon call home. Likely, you will want to purchase a bicycle or electric scooter right away, so you can begin your exploration of the area.

- Subway -- Metro
- Bus
- Taxi
- Taxi apps -- Didi Taxi
- Bicycle
- Scooter
- Walking tours
- Hiking
**HANGZHOU BY METRO / SUBWAY**

The Hangzhou metro is an easy to maneuver system. HIS is currently located about 20 minutes from the Jiangling stop of Line 1, but will soon have a closer subway stop near the school. You will be given a metro pass that will give you rides on the subway or bus and we’ll take you on at least one metro ride during the orientation week to familiarize you with the system. In many cases, the subway is faster than taking a taxi because traffic in Hangzhou can get congested in the afternoons/evenings (especially when it rains). However, getting to the subway entrance can take some time. Subway fares range from 3rmb per ride to 5rmb to the outer areas of Hangzhou. Routes are posted in Chinese and English, and the Hangzhou Metro App makes it easy to map out your trip.

**HANGZHOU BY TAXI**

If you know where you are going or have a taxi card / taxi app, taxis are an easy and relatively simple way to get around Hangzhou. The Metro is cheaper, but taxis will take you directly to your location. Taxis are plentiful in Hangzhou, but at a certain time of day or if it’s raining, it can be difficult to find a free taxi. You’ll notice the available taxis because they have a green light on top that indicates they are willing to pick you up. If they wave you off or don’t stop, it might be because it’s their shift change, or they have a fare waiting for them via a taxi app. Taxi rides cost about 14 rmb for the first 3km, and then raise by about 1.3 rmb per kilometer thereafter.

Many people use apps to help them hail a cab. Didi Taxi is good if your Chinese is excellent, but you can figure out how to make yourself understood even if you don’t speak the language. You can use the GPS signal to indicate your current location, then they will call you to ensure that you are willing to ride with them. At that point you can say yes and wait, or decline and cancel the ride. We’ll give you a lesson in the first few days about this.
HANGZHOU BY BUS
Once you get used to Hangzhou, you might want to try a bus or two. There are plenty of other buses, but you’ll have to get acquainted with their routes as you go. Use Apple Maps Transit or Baidu Maps to find bus routes.

HANGZHOU BY BICYCLE
Bicycle is a popular form of transportation in Hangzhou. There are bike lanes and specific traffic rules for riding a bike. If you get the luggage racks and baskets, it makes for easy transportation of goods from the grocery stores. Most bike riders don’t wear helmets, but it is a safety feature that is considered helpful in China. You can purchase bikes ranging in quality from a one speed pedal bike to top end racing bikes or mountain bikes, based on your preference. There are quite a few great mountain biking trails across the river, so you may want to come prepared for some outdoor biking. The school has a secure parking location for you to leave your bike during the day if you prefer.
HANGZHOU BY ELECTRIC SCOOTER
Many people like to purchase electric scooters to enable them to get around town quickly and smoothly. You can get a scooter for about 3000 rmb ($500 USD). You need to charge it about every 50 km or so, but that decreases over time, so depending on the distance you ride it, you will be able to charge about once or twice a week. These will need to be registered with the government, but that’s an easy process. Helmets are not required, but suggested. The school provides a location in the back parking lot that has access to electricity, so it is convenient to ride your electric scooter to work and plug it in! There is also a new form of scooter coming into favor recently. The stand up electric scooter is easy to fold up and transport around town or in the subway. Safety with Electric scooters: They are silent when they come up behind you, so be careful that you keep your eyes open (even on the sidewalks!)

EXPLORING HANGHZOU
There are plenty of areas that you will enjoy wandering slowly with a camera at hand. We’ll take you to a few of these places early on, but leave you to find others on your own. Frommers Guides have more information about Hangzhou attractions.

Areas for Hiking:
- Nine Creeks Meandering Through a Misty Forest (九溪烟树)
- Meiling Road (梅灵路) to Lingyin Temple and Meijiawu Village (梅家坞)
- Qixia Hill (栖霞岭)

Areas for Wandering:
- Qiantang River Paths -- 25 kms of paths
- Westlake Paths -- Plenty to explore
- Leifeng Pagoda -- beautiful views
- Baochu Pagoda -- historic sights
- Qinghefeng Pedestrian Street -- good shopping
HANGZHOU'S CLIMATE
HANGZHOU HAS A SUBTROPICAL CLIMATE, WITH LONG, HOT AND HUMID SUMMERS AND COOL, DRY WINTERS. THE PRETTILY NAMED PLUM RAINY SEASON COMES IN JUNE AND JULY, WHILE AUGUST AND SEPTEMBER CAN SEE HEAVY RAINS AND TYPHOONS.
HANGZHOU WEATHER

Hangzhou in the Summer

June, July and August are the hottest months in Hangzhou. At this time of year, you can expect daily average highs of around 28-30°C, but temperatures can climb as high as the low 40s Celsius. Nights don’t bring much relief with temperatures in the mid 20s Celsius, and the high humidity makes it an uncomfortable experience for some visitors.

June is one of the wettest months of the year, with rain on as many as 14 days in the month - bring an umbrella, but you’ll find it much too hot for waterproof clothing. Don’t forget sunscreen and insect repellent if you’re visiting Hangzhou in the summer, and be prepared for crowds around Xi Hu and its lake attractions.
HANGZHOU IN THE AUTUMN

Autumn can be a beautiful time to visit Hangzhou, especially in November when the autumn foliage changes colour around the lake. In September and October, Hangzhou is occasionally affected by typhoons, bringing stormy winds and torrential rain, but November is a much drier and clearer month.

September is still very warm, with daily highs of around 28°C and overnight lows of 17°C but by the time November arrives the temperature is beginning to drop. Nights in November can be a chilly 9°C with temperatures reaching around 15°C during the day.

During the “Golden Week” public holiday period in October, Hangzhou can be exceptionally busy, so many tourists prefer to avoid that time.
HANGZHOU IN THE WINTER

Hangzhou’s winters are chilly and dry, with occasional light snowfall. If you’re visiting Hangzhou in the winter, take some warm clothing with you. Daily highs range from 8-11°C but nights in December and January are close to freezing.

HANGZHOU IN SPRING

March sees the start of spring in Hangzhou and the city gradually awakens from its long winter. Daily highs start at only around 14°C in March, but will have risen to 26°C by the end of May. Overnight, it can be chilly in early spring, with temperatures as low as 7°C, but again by May the city is considerably warmer with overnight temperatures of around 17°C.

It often rains in the spring in Hangzhou, so if you are visiting at this time you should take layered clothing and an umbrella.
Around The Neighborhood

Hangzhou International School

LIFE AROUND HIS

Hangzhou International School is located in Bin Jiang District. It’s across the river from the West Lake District, but with the new subway lines, it’s easy to explore.

See the coming pages to learn about some of the nearby restaurants and favorite places of current Hangzhou faculty.
FOOD IN BINJIANG

1. **LA Cafe** -- Right across the street from school with a western & Chinese menu. Will deliver.

2. **Bao Zi Stand** – Across from the bus station.
   - Rou bao (Meat), Cai bao (veggie), La Cai Bao (spicy veggie), Tu dou bao (curry potato)

3. **Yuan Cafe** – Western and Chinese menu with good service. Will deliver.

4. **Angelo’s** – Italian food and good drinks. Play space for the kids. Will deliver.

5. **Pita’s & Tika’s** – Indian food for eating in or taking home. Great samosas, wraps, or curries.

6. **Starbucks Coffee** -- a tasty cup of ‘joe waits for you by City Life & Haagendaz

7. **McDonald’s** -- the Golden Arches are familiar. They can be found by WuMart or Four Points hotel

8. **1701** – Along the river, the food is similar to Grandma’s

9. **Papa John’s Pizza** -- a taste of home. Delivery included

10. **Wu Mart Food Court** -- 4th and 5th floors are home to a variety of restaurants

11. **Trash Alley Food Court** -- outdoor gallery of small restaurants with simple and tasty foods

12. **Power Long Mall 4th Floor Restaurants**
   - Grandma’s Kitchen (Chinese)
   - Lalqila the Royal Redfort (Indian)
   - Korean BBQ,
   - Lithe Gogo (salads and paleo diet)
   - Yang’s Dumplings (fried dumplings)
   - Star Pizza (salads, pastas, and pizzas)
   - Dairy Queen (ice cream)
   - Burger King, etc. (fast food)

13. **Restaurants at Star Avenue**
   - Swedish Kebab House (Turkish / Swedish)
   - Siim’s Steakhouse (American burgers / steaks)

14. **Me Too Cafe** – Near Starbucks on Dongxin Road
    - Western and Chinese food,

15. **CucKoo Wasp** – by Star Avenue and pretty good western food and drinks

16. **Marais** – great brunch

MALLS IN HANGZHOU

Hangzhou has a healthy retail culture, with more malls and shopping areas opening nearby. These are listed by order of proximity to HIS campus.

1. **PowerLong Mall** -- about 5 km from the school, directly on the new subway line, this mall opened recently with shops, restaurants, IMAX movie theater, and a soon to be open bowling alley. It’s the place to be on an evening or weekend. Can be reached by bus B6.

2. **Star Avenue Mall** -- approximately 10 km from HIS campus, this was the first and largest mall in Binjiang. It still has a variety of restaurants and shops. It’s also home to a very cool bookstore. Bus 107 goes here.
3. **Mix-C Mall** -- a sprawling complex with several large chain restaurants and department stores, this is another go-to place to shop and explore. Restaurants include Element Fresh, Din Tai Feng, and others, including Ole, the grocery store. Located across the river, 15km from campus, it can be reached by bus or subway. An Apple store is located next to this mall.

4. **Kerry Center Hangzhou** -- Home to many restaurants, hotels, and interesting shops, the Kerry Center has music, food, art, and entertainment as its focus. Located in the center of town, across the river, this is a place you will want to visit often. You can get here by taxi or subway primarily. Restaurants here include Hard Rock Cafe, Mid Town Brewery, and Element Fresh as well as a Grocery Store.

5. **Wu Mart** -- right beside Vanguard and has nice restaurants in the same building

6. **European Bakery @ Rainbow City**

7. **Metro**
   - Great for bulk buying
   - Great prices for wine & cheeses

8. **Ole in MixC Mall** -- Lots of western food varieties

9. **Sam’s Club** -- similar to Costco

---

**SECTION 10**

**GROCERY STORES, SHOPS, AND MARKETS**

1. **Lian Hua** -- 10 minute walk from school and has some western products

2. **Fruit and Veggie Market** in Grey Building by our school – Great and fresh selection

3. **City Life** – Some western food, a nicer grocery store that is nearby

4. **Vanguard** – Basic home appliances and products - Grocery store downstairs

5. **Wu Mart** – right beside Vanguard and has nice restaurants in the same building

6. **European Bakery @ Rainbow City**
FOOD BY THE LAKE

1. **La Pedara** – Spanish – Good sangria and tapas, the paella is not great. @XiXi Wetlands
2. **Schanke German Beer bar and restaurant** – by the standard Chartered bank.
3. **Brunch @ the Wyndham hotel and Hyatt** – Free flow champagne :)
4. **Mango Thai** – InTime Mall and Xixi Wetlands
5. **Slim’s on Nanshan Road (also in Star Avenue)** – Great burgers and beers
6. **Sawasdee Thai @ Wyndham Hotel** – good authentic Thai food – English speaking staff and menus. You can get the Metro to Fenqi Lu and its just a short walk.
7. **Warehouse** – Good pizza and selection of drinks
8. **Element Fresh** – Great western food in MixC Mall and Kerry Center
9. **Wade’s and Vineyard** – Both owned by the same person – offering good western food- pasta, pizza, burgers, salads and chicken paramgana. Vineyards shows lots of sports, including Australian Football. – Great pub atmosphere at Wades
10. **Banana Leaf** –Thai and Chinese mix
11. **Amigos** – Mexican food
12. **Green Tea** –Great food and view by the tea hills

BARS AND PUBS

While Binjiang is a growing area, many of the bars and pubs listed below are located across the river in the West Lake area. They may take some time to access, based on time of day.

1. **Hard Rock Cafe** – in the Kerry Center across the river. Has live music and happy hours from 9pm onward. Great food too.
2. **JZ Club** – Jazz music and drinks
3. **Friends Bar** on Nan Shan Lu – Live Jazz
4. **Carbon**
   – Salsa night on Friday
   – DJ on Saturday
   – Actual dance floor
5. **Mint Bar** – Salsa Club, good blueberry mojitos and nice patio for warm evenings.
6. **Reggae Bar** – a fun night out- can be quite smoky
7. **Maya bar** – Some Mexican food as well
8. **Wochinger at Intercontinental Hotel** --German food and beer and hosts a fun Octoberfest
9. **Eudora Station** – Western Food with a nice rooftop patio
WORKING OUT

There are several modern gyms and fitness centers around the school. They all have group classes for yoga, zumba, aerobics, etc. as well as free-weights, treadmills and ellipticals, or other exercise equipment. Many of the nearby gyms also contain an indoor heated pool if members want to swim. HIS provides a Wellness Stipend for teachers to apply toward gym memberships, bicycles, or other exercise equipment that lead to healthy life choices.

Furthermore HIS faculty have formed walking groups, after school zumba classes, yoga classes, and other activities. Be sure to bring your favorite workout gear. Decathlon is a sporting goods store that holds a nice variety of athletic gear and equipment if you couldn’t get it all to fit into your suitcases on the way over.
IN THE NEIGHBORHOOD

Binjiang is a growing neighborhood with increasing access to restaurants, shopping, transportation, and grocery stores. The housing areas directly surrounding the school provide easy access to school life. While it may take some time to get “into town”, there are many amenities nearby. Whether you choose to have a western meal or a bowl of noodles for a quick snack, you can find a good variety nearby or can have it delivered to your door via mobile apps. You’ll find that it’s an enjoyable area with opportunities to explore.

With the prospect of the new subway lines below making it easier than ever to get out and about Hangzhou, we look forward to a great year to come.
REFERENCES:
Many websites were consulted in the quest to give you a wide variety of information. Most of them were linked throughout the book, but here they are grouped by types of information.

Culture Shock:
https://www.moveoneinc.com/blog/relocations/what-is-culture-shock-how-expats-learn-to-cope-with-cultural-differences/

Living Abroad in China:

Healthcare for Expats:

Internet and Phone:
- VPN Reviews: http://www.bestvpnchina.net/


Images:
- Flickr
- Tumblr
- Bing Images
- Munyee Choo -- SCIS Marketing photographer
- Andrea Stubbs -- HIS Admissions and Community Relations

• Ayi Information: