

Welcome to Shanghai

A GUIDE FOR LIVING
AND WORKING IN
SHANGHAI, CHINA



SHANGHAI COMMUNITY INTERNATIONAL SCHOOL



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Introduction

We wish you a warm welcome to our SCIS community in Shanghai. We've created this guide as a helpful orientation and resource for your transition to China.



^ Top view from the Ritz-Carlton Shanghai, Flair Rooftop Restaurant & Bar

< Top view of Shanghai Tower and Shanghai World Financial Center

AT THE AIRPORT

When arriving in Shanghai before entering immigration, you will be directed to machines that will take your fingerprints. Take the fingerprint receipt with you. On the way to the immigration line, complete the yellow entry card if you have not already done so on your flight. Take the yellow immigration card and the fingerprint receipt with you to the immigration desk. The immigration officer will keep the yellow card and you should keep the fingerprint receipt for future reference. You will not have to use the fingerprint machines again upon reentering China.

After receiving your luggage and going through customs, look for a sign with your name at international arrivals. A SCIS Leadership Team member will pick you up with a van, a driver, and keys to your new apartment. You will receive USD 1,000 start-up fund in local currency, so you won't have to get to a bank immediately.



LUGGAGE / SHIPPING ALLOWANCE

The Human Resources (HR) Manager will email detailed information about your shipping allowance. If you are only bringing items as extra baggage on flights, you may turn in your receipts, but if you are also shipping other items later, you will want to wait

and submit all your receipts at once. You don't need to do this immediately, but do keep your receipts.

Please let the HR Manager know in advance if you plan to bring extra luggage. This way, we can make sure to prepare for your pick-up accordingly.

RELOCATION ORIENTATION

During new hire orientation, we will cover sessions on living in China. Additionally, we will support you in setting up your phone, internet, and bank account. You can also expect shopping trips for household items, groceries and even a trip to IKEA.

It's important to remember that you are going to experience a bit of culture shock upon arrival. This is natural, and to be expected. Be prepared to interact with your colleagues to get through these tough times.

VISA AND RESIDENCY

You will be asked to turn in your passport upon your arrival. You will get it back, but will have to return it in one more time within the first month. At that point, you will also have to make a visit to the visa office in order to receive your resident visa. You will be notified ahead of time regarding the time and date of this meeting. Please be sure you bring the required number of photos and information requested by the HR Manager. Please do not make travel plans outside of China until after the October holiday.

- ✓ Night view of Jingan Temple surrounded by modern business buildings



Welcome to SCIS

Welcome to the SCIS Hongqiao Campuses. The following photos should help give you a perspective of the SCIS Campuses.



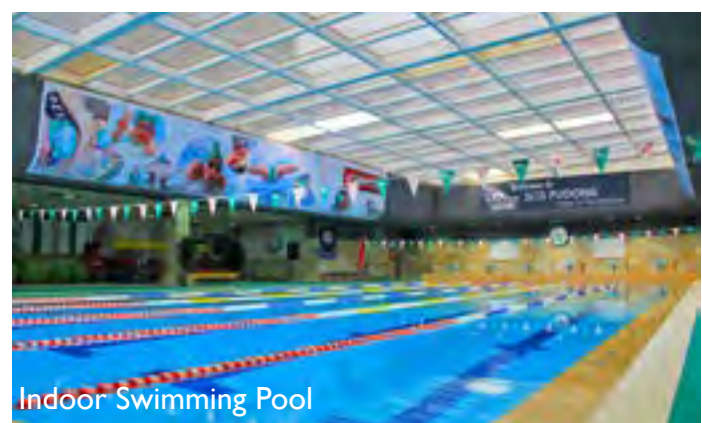
Hongqiao Main Campus



Pudong Campus



Hongqiao ECE Campus

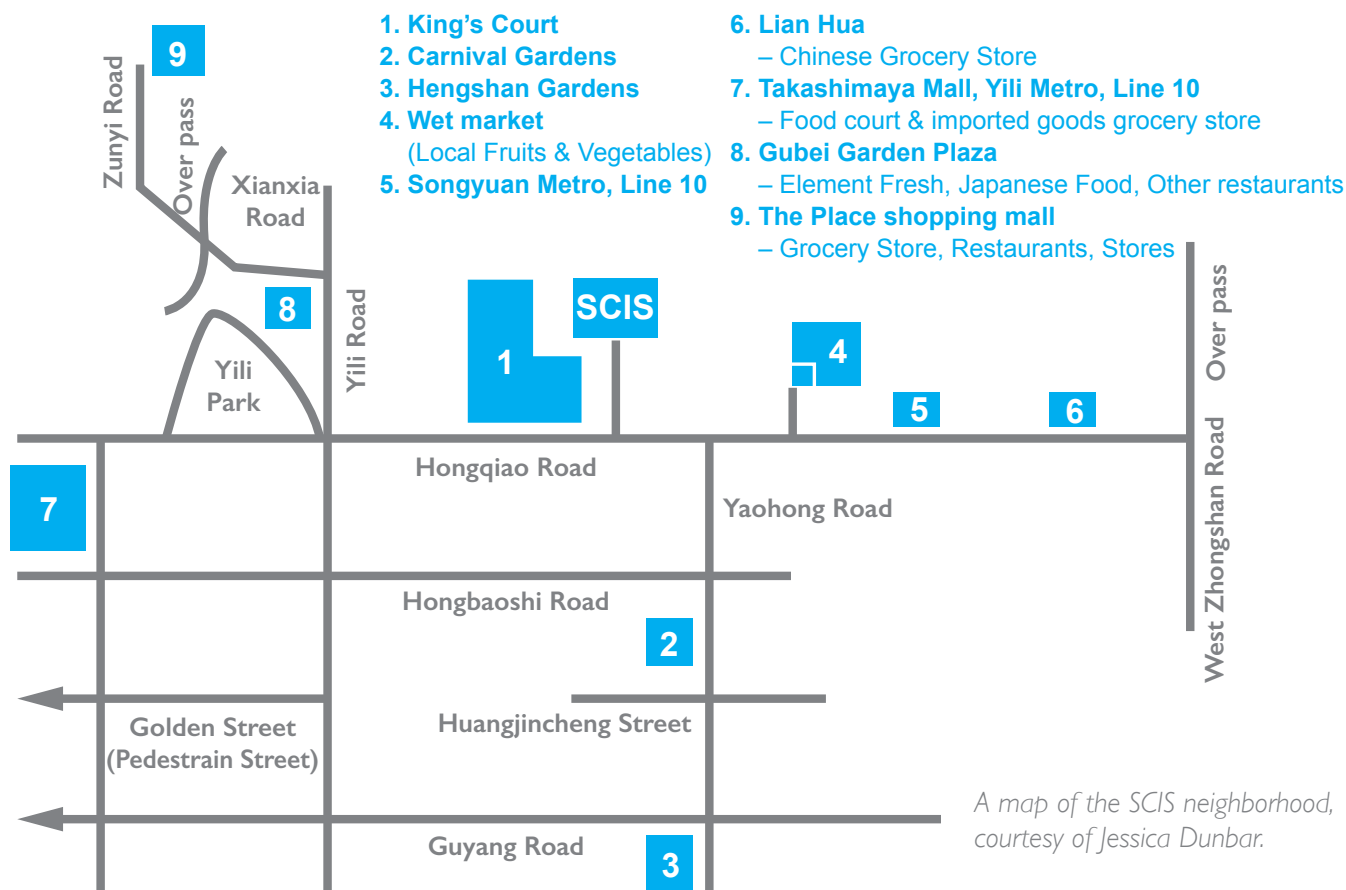


Indoor Swimming Pool

Photos of the SCIS community.



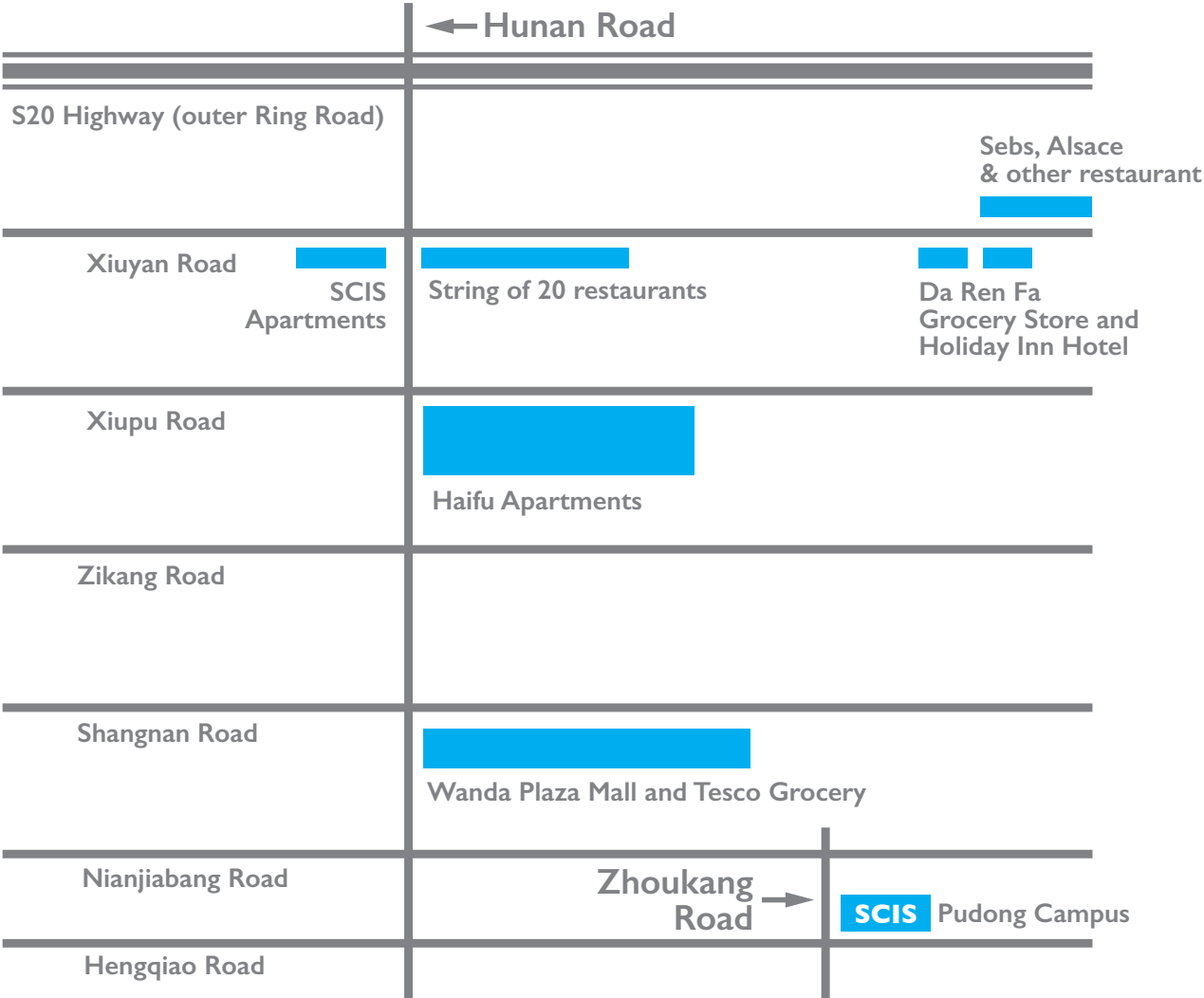
HONGQIAO MAIN CAMPUS & NEIGHBORHOOD MAP



HONGQIAO ECE CAMPUS & NEIGHBORHOOD MAP



PUDONG CAMPUS & NEIGHBORHOOD MAP



Apartment:

We'll help you unload and get situated. You will also have a few items...

- Your apartment will have inexpensive bedding, pillows, towels, and place settings for all members of your family. Enough water and small food items will be included to get you through the first few days.
- You might want to buy a mattress topper for your bed right away. These are available at IKEA.
- A trip to IKEA will be included on the orientation schedule. Bring your address card and know your bed size before you go. A small tape measure will



IKEA at Cao Xi Road

be very helpful when preparing for IKEA. IKEA can deliver your mattress topper and other items you decide to purchase.

- You will have basic furnishings. Every apartment is different.
- Don't expect an oven in your apartment. You can buy a toaster oven or counter top oven at Carrefour.
- There will be a washing machine, but most apartments don't have a dryer. You might want to buy a drying rack if you don't have one in your apartment. Some of these are built into the ceilings of your balcony or outdoor area.
- You will have a TV, but no cable, and all TV channels are in Chinese. Some people have ordered a satellite TV package (there are a few options.)
- You can have water delivered. Nestle Water has

English speaking service agents. The phone number near the Hongqiao campus is: 021 61 646888. Follow the directions and know your address. You pay a deposit for the bottle the first time, which is about 40 RMB. Many faculty have their ayi house keeper handle water orders.

• **Utility Bills and Other Mail**

Bills will come to your apartment mailbox. You will want to check this regularly to ensure bills get paid on time. These can be paid in a variety of ways such as your WeChat or Alipay apps, at some convenience stores, and often your ayi will be able to help with this. There is more information on mobile payment systems such as WeChat and Alipay later in this guide.

Life in China

As you are looking for information about what to bring with you, what kinds of items you may not be able to find, or how you will retain your connection to “home”, there are plenty of items available in Shanghai. As noted in the next page, 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 shampoo, toothpaste, or other items. This will give you some time to shop around, get a feel for what you will need, and where you can buy it.



PACKING FOR LIFE IN CHINA

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Deciding what to take will, of course, depend on how long you will be in China and what sort of a shipping budget you are working with. To get you started in your selection process, there are three broad categories that will help you decide what to pack: availability, an initial supply of necessities, and personal items. For everything else, try to leave it behind. Most expats find their Chinese homes much smaller than their western homes, with very limited storage. Unless you are relocating with a long-term position in a corporation that provides a significant shipping budget, it's just not worth the cost and effort to bring too much.



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. There's enough retail therapy to keep you happily out of your shrink's office for years. 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. Or you'll find it but it will be of such inferior quality or high price that you'd be better off just bringing it with you from home. Here are a few items in this category.

COOKING/BAKING ITEMS

- Quality potato peeler and can opener



BATHROOM ITEMS

- Deodorant (bring lots!), dental floss, tampons, perfume (major shampoo brands are readily available, including dandruff shampoo)



- Make-up—it is available at department stores but is expensive and often of the “whitening” variety

CLOTHING ITEMS

- Clothing in large and tall sizes, bras above size 34
- Thick socks (socks are plentiful but often very thin)
- Large-size shoes (above 9 for women, 11 for men); if high-quality shoes are important to you, bring your own.

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—these are also great to share with new Chinese friends to show what your life was like “back home.”



ONE-MONTH'S SUPPLY

There are a few things you will need to use immediately before you've had time to find where you can buy them. Items that you may find embarrassing to shop for (i.e. feminine hygiene products, condoms) are better brought with you in the beginning to help minimize the stress of the transition. If you are moving with a small child, think through what you will need for the first month and be sure to bring enough diapers, wipes, rash ointment, formula, and anything else you normally keep in the diaper bag. While many popular brands of hygiene items, such as shampoos and soaps, are readily available, you may want to bring a small supply of your favorite brands until you can determine where to buy them in China.



A WORD ON ELECTRONICS AND ELECTRICITY

Electronics are plentiful in China. It is easy to pick up digital cameras, mp3 players, computer components, and more. But contrary to what most foreigners expect, the prices are no cheaper and often considerably more expensive than in the United States, 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. Additionally, you'll have to deal with lack of instructions in English, low product support for repairs, and voltage/outlet problems when you leave China. As a general rule, if you're only going to use the item in China, buying it there 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 220. 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. If it is possible to buy your appliance there, it is often better to do so, rather than having to deal with finding and using a transformer. Taken from: www.transitionsabroad.com/listings/living/livingabroadin/livingabroadmovingtochinawhattotake.shtml



SHANGHAI PLUGS
ELECTRICITY IS
220 VOLTS



SHANGHAI SHOPPING
YOU CAN BUY SO MANY THINGS

BANKING

The school deposits paychecks directly to Industrial and Commercial Bank of China (ICBC). The school will support you in establishing an account during orientation. The bank provides an ATM card that can be used all over China and in many other Asian countries. However, you will not be provided a credit card. It is recommended that you maintain a credit card in your home country. Transferring money to your home accounts can be done through the bank or other outlets such as Western Union. Transfer costs vary. Tax paperwork will be provided by the school to take to the bank for international transfers.

Mobile Phone Payments: Teachers can have their Alipay and WeChat Wallet accounts set up during their first ICBC trip as well. Both mobile phone payment systems are widely used in Shanghai and



中国工商银行

make shopping very convenient.

Please note: There is an ICBC (ATM) on the Hongqiao Main campus which is convenient for those that live in school provided housing.

A Note about Transfer Timelines: You won't be able to transfer money home using the bank until your residency and work visas are approved. If you will have immediate payment needs back home, such as a mortgage or student loans, it is recommended to leave enough money in your home accounts to handle these payments.

INTERNET AND VIRTUAL PRIVATE NETWORKS (VPNS)

Internet in China can be tricky. Many websites or platforms are blocked in China, but can be reached with a VPN. (e.g. Facebook, Youtube, Twitter, Google Sites, *New York Times*, Netflix, Dropbox, Instagram, Whatsapp)

Installing a VPN is hard to do without access to a VPN in China. **We recommend you install a VPN on your electronic devices before you arrive in China.** It's a good idea to install 2, as sometimes one VPN is not working. SCIS has a VPN router, which means staff can access blocked sites while on campus through the "staff network." Some teachers prefer to use a VPN router in their homes as well which eliminates the need for a VPN download on individual devices.

VPN Providers

Some preferred VPN Providers by SCIS teachers:



- Astrill
- Express VPN
- StrongVPN
- Betternet- for phones (see App Store)

Internet and WIFI in Your Apartment

We recommend China Telecom for internet in the apartments. It typically takes about 2-3 days to get set up. Bring your passport and address, and expect to pay for a year's service up front. SCIS will take new hires to China Telecom during orientation week.

Internet Your First Few Days

Teachers will have access to Wifi at the Hongqiao main campus reception, which is close to teacher housing, while they are waiting for their home internet to be set up. You can use the "Guest" Network until IT can assist you with access to the staff network.

HELPFUL WEBSITES

If you're not excited yet to be moving to such an amazing city, watch this:

Shanghai E-motion 2012 – Youtube video.

- www.smartshanghai.com/ – A great expat resource for events, restaurants and other places.
- www.timeoutshanghai.com – News and events.
- www.shanghaimamas.org – A great resource, even if you're not a mama. You'll need to register.

- <http://www.diningcity.com/en/shanghai> – Restaurant reviews in Shanghai.
- shanghai.craigslist.com.cn/ – Craigslist Shanghai.
- trip.com – Base in China and has great Asian airfare rates.
- Sherpa.com.cn/ – Shanghai food delivery from hundred of restaurants.

CELL PHONES

China Mobile and China Unicom

China has three primary cell phone service providers: China Mobile, China Unicom, China Telecom. It is recommended to bring your own phone to China, though the phone should be unlocked prior to arrival. You can try to get phones unlocked here, but there are no guarantees that it won't cause damage to your phone, and it won't be free. Upon your arrival, you will need to go to one of the phone providers to get a SIM card. Be sure to take your passport with you, as you will need to present it to the company before you can receive phone service. iPhones work in China and are the preferred phone for most of the faculty. SCIS takes new hires to China Unicom during orientation week.

Most service plans are pre-paid and are fairly inexpensive compared to plans in the USA. Most teachers just top up their phone when they run out of credit. You can do this at most convenience stores, China Telecom, China Unicom or even via apps such as Alipay or WeChat Wallet.

If you are an iPhone user or plan to purchase one, please follow this URL to check if your iPhone is compatible to use in China: <https://support.apple.com/en-us/HT202909>

Shanghai Call Center

If you are having difficulty communicating in Mandarin, the Shanghai Call Center will assist with interpretation. Call the number 962288 and explain your situation to the interpreter for live support.

Helpful Phone Apps for Shanghai Living

- **WeChat** – Texting, calling, and videos via the internet, used by over 300 million in China. Tell your friends and family back home to download it too. Many people also use it for WeChat Wallet, a mobile payment system that connects with



your bank account. If you bring on Android phone, download WeChat before your arrival. WeChat has two different applications, one in the US and one in China. You can download the US version before you arrive but will not be able to use the wallet function when you arrive in China. You will need to download the Chinese version in order to use the wallet function. Our Tech Integration Coordinators will be able to assist with switching the contacts you have already established to your new accounts. Wechat also has excellent translation features.

- **SmartShanghai** – If you only pay for one app in Shanghai, this is it. It is the one you will use the most for taxi cards and subway information for specific places when getting around town.
- **Meituan and Alipay (hellobike)** – Bike sharing platforms.
- **Google Translate** – It does a pretty good job of translating what you want to say and has it in pinyin and voice.
- **Baidu Translate** – When VPN doesn't work for google translate.
- **Sherpa's** – Shanghai food delivery from hundreds of restaurants.
- **Air Matters** by Air Matters Network. The school monitors Air Quality via the U.S. Consulate Monitor Station and campus monitors.
- **Metro Shanghai Subway** – Get acquainted with the metro system in Shanghai.
- **Shanghai Taxi** – Make taxi cards.
- **MindBody** – Fitness, wellness & beauty. Helps find fitness classes around town.
- **Bon App Shanghai** – Dining guides in English with user reviews.
- Any currency exchange app. Many use **xCurrency** by Travel Tao for its real-time conversion features.
- **BottlesXO Shanghai** – A carefully curated selection of wine, craft beer and spirits. Chilled and delivered to your home in 30 minutes (average).
- **Didi** – Like Uber and you can call taxis as well.



*If you are an Android phone user and do not see the app in Google's Play Store, please update Google Play Store to the latest version first and then try again. If the app is still not available, let us know and we can work with you to download it from <https://shouji.baidu.com>. Please contact us at hq-technology@scis-china.org

SHANGHAI ONLINE SHOPPING

Online shopping makes life very easy in China.

Tipping is generally not expected. Many of these sites work better with VPNs turned off.

Grocery Shopping Online: Delivery

- **Kate and Kimi:** A community based food website for Shanghai's foreign residents. Fresh and organic food easily accessed and delivered. Great for lunch and catering options as well.

<http://www.kateandkimi.com/>



- **Epermarket:** Online shopping for groceries delivered to your home. They also carry toiletries and small appliances.

<http://www.epermarket.com/>



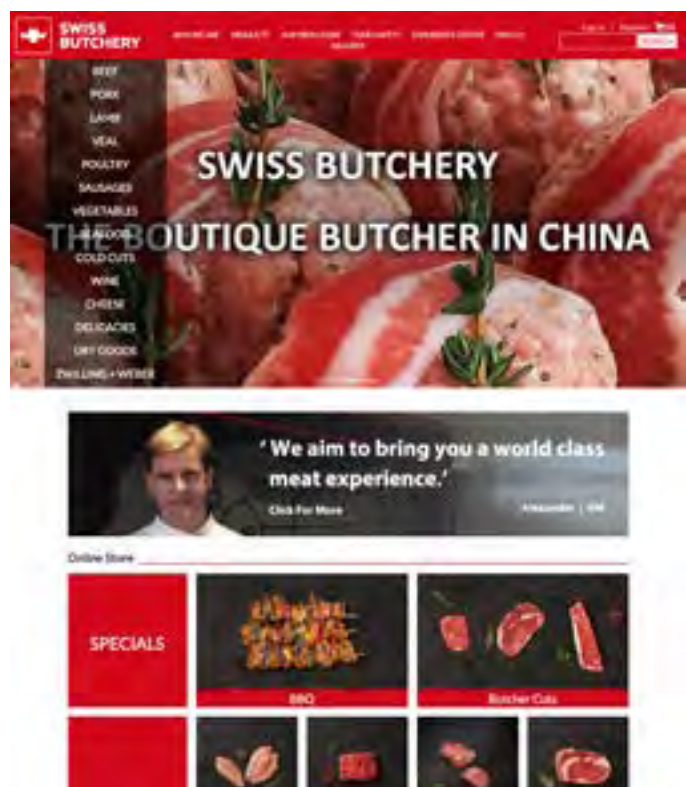
- **Shanghai 9:** Wide selection of alcohol with home delivery.

<http://www.shanghai9.com/>



- **Swiss Butchery:** Wide variety of fresh, high-quality meats, cut with excellence with home delivery.

<https://www.swissbutchery.com/>



Food Delivery Online:

- **Sherpas:** You can access many restaurants and have meals delivered to your house within an hour.
<http://www.sherpa.com.cn/index.shtml>



- **Element Fresh:** A western style restaurant with fresh foods and comfort foods.
<http://www.elementfresh.com/>



SHOPPING FOR HOUSEHOLD ITEMS AND OTHER THINGS ONLINE

Online purchases: If you use Google Chrome as a website, it will translate the Chinese language pages into a version of English that is acceptable.

Sometimes you need to use Safari to make the payment sites work because Firefox and Chrome won't let you access the PIN plug in.



- **BaoPals** (<http://www.baopals.com>) English version of TaoBao and was designed for foreigners. It's easier to use than the sites in Chinese.
- **Amazon.cn** (<http://www.amazon.cn/>) 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. (This site will sometimes translate into English automatically, regardless of which browser you use).



- **Craigslist Shanghai** — (shanghai.craigslist.com.cn) If you are looking to purchase second hand furniture or TVs, this is a good place to start. It's in English. Usually, you will need to pick up the items yourself though. There is a helpful Taxi Truck that charges about 3USD/20 rmb a kilometer to carry items from one location to another. You can book them easily.
- **IKEA:** (<http://www.ikea.com/cn/en/>) 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.

- **Tao Bao** (<http://www.taobao.com/>) This site has everything ever made in China. Expect cheap prices and cheap merchandise, but it's great if you don't want to go out and bargain.



- **Jing Dong**: (<http://www.jd.com/>) 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 few weeks. There are several expat hospitals and clinics within easy reach from the school. Below are several clinics, hospitals, and dentists that some of the SCIS faculty visit.

Global Healthcare Clinic:

ECO City, Suite 303, 1788 Nanjing West Road,
Jing An District

上海市静安区南京西路1788号国际中心303室

Tel: +86 13681888833 (24 hours)

Global Healthcare Pudong

Shanghai World Financial Center, Shop 212

100 Century Avenue, Pudong New Area,

Shanghai 200120

上海市浦东新区世纪大道100号

上海环球金融中心商场212室

Tel: +8621-6877-5093

(about 45 min taxi from campus)

Parkway Health Clinic

Shenton Health Clinic, Hongqiao Medical Center

505 Gubei Road

400-819-6622

Shanghai Renai Hospital International Division

No.127, Caoxi Rd. Xuhui District. Shanghai

上海市徐汇区漕溪路127号

Tel: 64688888-801/810

Shanghai United Hospital (20% copay with current SCIS insurance)

699 Pingtang Road, Changning District,

Shanghai 200336

上海和睦家医院, 上海市长宁区平塘路699号,

邮编: 200336

Tel: 021 2216 3900; Emergency 021 2216 3999

Ruidong Hospital Pudong – JinQiao

120 East JinXiu Lu, Pudong, Shanghai
 上海市浦东新区锦绣东路120号
 Tel: +8621-5833-9595 (24 hours), 58339046
 (about 20 min taxi from campus)

Shanghai International Medical Center

4358 Kangxin Lu,
 near Shenjiahu Expressway,
 Pudong, Shanghai
 上海市浦东新区康新公路4358号
 Tel: +8621-6023-6666
 (about 10 min taxi from campus)

St. Michael's Hospital

– closest to SCIS Hongqiao Campus

Hong Baoshi Road 388
 上海市长宁区红宝石路388号
 Tel: (+86) 21 5155 1858; Emergency: (+86) 21 6270 5300

New York Dental

No 129 East Fugui road, near South Yili road
 上海市长宁区富贵东路129号 (近伊犁南路和黄金城道)
 Tel: +86 21 6278 1181 or +86 21 6278 1182

Tokushinkai Dental Pudong-JinQiao

160 LanAn Lu, Pudong, Shanghai
 上海市浦东新区蓝桉路160号
 Tel: +8621-5030-7858, 5030-7868
 (about 20 min taxi from campus)



FITNESS

There are numerous fitness options in Shanghai, including opportunities at the Hongqiao Main Campus. The school's facilities are available free of charge. There are two full gyms, a weight room, cardio equipment and a pool all available within designated hours. Additionally, teachers form their own fitness groups and intermural teams.

Options near the main campus:

- Running – Yili Park/sidewalks around town
- Yoga- Alexander Yoga
- Crossfit Bodies in Motion



- Gyms – Will's/Starlife

Additional options around town include numerous adult leagues for team sports- basketball, Ultimate Frisbee, Gaelic Football, Ice Hockey, and Softball.

TRANSPORTATION

• Shanghai by Metro

The Metro is a great way to travel in Shanghai. Fares are inexpensive, ranging from 3 to 8 RMB and are based on distance. (<https://exploreshanghai.com/metro/>) Signs are in Mandarin and English. SCIS-Hongqiao is located right next to the Song yuan station exit #3 on line 10 and the ECE Campus is on the same line three stops down at Longxi, Exit #3. The colored signs and arrows on the floor are easy to navigate.



• Shanghai by Taxi

Taxis are a common form of transportation due to their affordable price and ease of use. The easiest way to obtain a taxi is through the Didi app. Minimum fare is 14 RMB for the first 3 km and then about 1.3 per km. At night the minimum fare is slightly higher. Cards used for the Metro can also be used to pay for taxis. The most common and preferred way to pay for taxis is through the Alipay or Wechat apps, as well as through the Didi app when the taxi is ordered via Didi. Credit cards, Wechat, bank cards and Alipay can all be connected to the Didi app for easy Taxi payment. When raining and during rush/dinner hour, taxis can be difficult to find. A green light signals that the taxi is available. No light or a red light signals that the taxi is not available.



Approximate typical fare from SCIS-Hongqiao to popular destinations are:

- Bund – 40 RMB
- French Concession – 20-25 RMB
- Carrefour (French company, somewhat comparable to a “Walmart”) – 15 RMB
- City Shop (Western food market) – 20 RMB

• Shanghai By Didi

Didi is Shanghai's version of Uber. Download the app. It's also helpful for calling taxis, especially when raining.

• Shanghai By Bus

There are many buses running a wide variety of routes. However, you'll soon find that most people use either metro or taxi to get around. *Please note, the buses here will not yield to pedestrians and bikers. Always plan on giving the right of way to a bus.



• Shanghai by Bicycle

Bicycles are a popular form of transportation in Shanghai. There are bike lanes and specific traffic rules for riding a bike. If you get luggage racks and baskets, it makes for easy transportation of goods from Carrefour or from getting to and from school. 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, based on your preference.

• Shanghai by Shared Bike:

Meituan and Alipay (heloobike) are two bike sharing platforms.



• Shanghai by Electric Scooter

Many people like to purchase electric scooters 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 and require licenses. Helmets are not required, but suggested. Hongqiao Main Campus provides a location in the back parking lot that has access to electricity. Electric scooters are silent when they come up behind you, so be careful and keep your eyes open, even on the sidewalks!



SHANGHAI WALKING TOURS

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 5 walking tours mapped out already on their website. You might try one of theirs first.

Areas for Wandering:

Former French Concession – Xuhui District

- Xintiandi
- Tianzifang (Taikang Lu)
- Huaihai Road and Fuxing Road area (Shaanxi Road subway stop)

Downtown

- The Bund (Waitan) + Nanjing East Pedestrian Street
- Nanjing West Shopping Streets
- Yu Gardens (Yu Yuan)
- North Bund
- Jing'an Temple Area

Other Areas

- Hongkou History Tour (North Shanghai)
- Confucius Temple Tour
- Jade Buddha Temple Tour
- Moganshan Art Area (M50)
- Century Park (Pudong side)

AYI



JUGGLING EVERYTHING

IT CAN BE TOUGH TRYING TO MAKE IT WITHOUT SOME HOUSEHOLD HELP!

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 ays can offer, but typically, you will pay about 40-55 rmb per hour for her help. Most people pay a flat monthly rate. 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

It's good 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. Wechat's translation tool provides for easy communications.

Chinese New Year Bonus – it is tradition to pay a New Year bonus payment of the month salary at New Year.

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 40-55 rmb per hour worked in Shanghai.
- **Number of hours worked per week** (a typical school apartment may need 2-3 visits a week of 2-3 hours each)
- **Holiday** -- often it's good form to pay the ayi during winter and summer holidays, but you can negotiate with your ayi individually.
- **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.



WET MARKET

AYIS CAN DO YOUR FRESH MARKET SHOPPING

- **Ordering water** -- the ayi can often order replacement bottles of water to be delivered to your apartment, 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).

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!

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.

Below are some sites that will allow you to look through individual ayi profiles online before coming to China.

- **HomePro Shanghai** This site provides access to resumes of ayis and will help you interview them, and follow up throughout the process
- **Merry Cleaning Services** This site is for occasional cleaners rather than a full time ayi, but might be good for reference purposes.

CULTURE SHOCK



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.

By Relocation Expert

May 4, 2011

Taken from the website:

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

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:



^ **LEARNING MANDARIN**

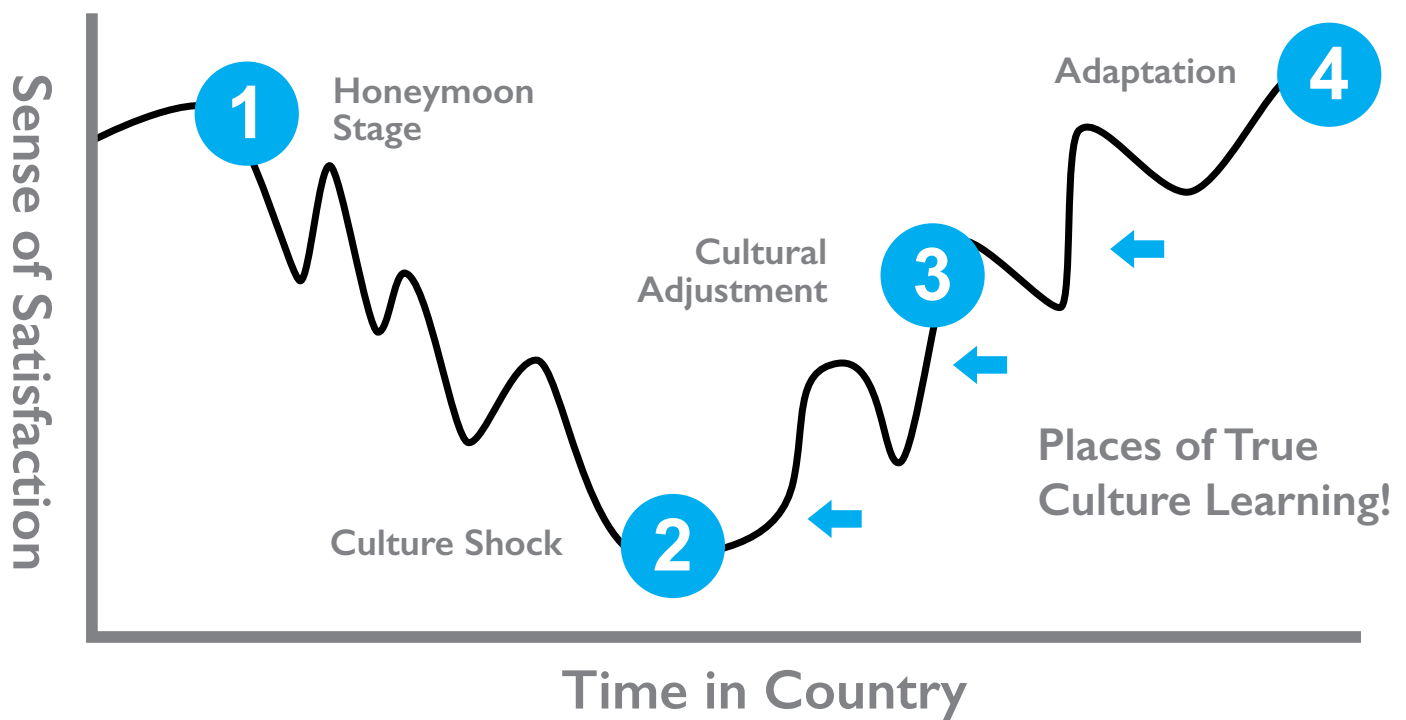
TEACHERS GETTING INITIAL MANDARIN LESSONS IN ORIENTATION WEEK

Phase I – 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.



Adapted from “Maximizing Study Abroad”, University of Minnesota

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 country, its people, rules, habits, taboos and business practices.

Copied from:

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

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.

We've included a few helpful apps and websites to help you get a start on learning Mandarin.

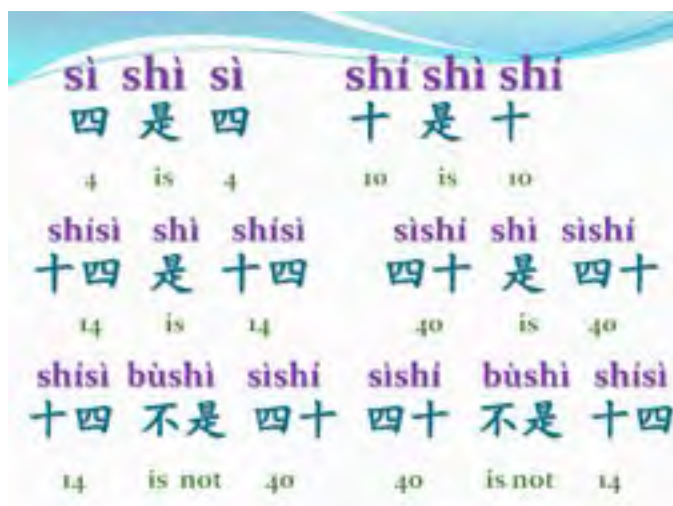
Additionally, many teachers who are motivated to learn our host country's language hire Mandarin tutors once they arrive to Shanghai.



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)



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

GREETINGS

English	Chinese Characters	Pinyin Pronunciation
Hello	你好	nǐ hǎo
Good-bye	再见	zài jiàn
Thank you	谢谢	xiè xiè
No thanks	不用了, 谢谢 没有谢谢	bú yòng le, xiè xiè méi yǒu xiè xiè
You are welcome	不客气	bú kè qì
Yes	是的	shì de
No	不是	bú shì
Excuse Me	对不起	duì bu qǐ
I don't understand	我听不懂	wǒ tīng bù dǒng
I	我	wǒ
you	你	nǐ
he, she	他, 她	tā, tā
I already have	我有	wǒ yǒu
I don't have	我没有	wǒ méi yǒu
Do you have a wifi password?	Wifi密码是什么?	Wifi mì mǎ shì shén me

QUESTIONS AND DIRECTIONS

Using Smart Shanghai 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:

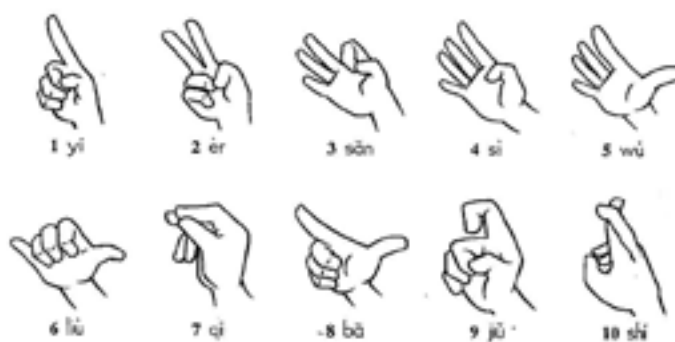


English	Chinese Characters	Pinyin Pronunciation
Where is the bathroom?	厕所在哪里?	cèsuǒ zài nǎlǐ?
Hi Driver; I want to go to...	你好师傅, 我要去.....	nǐhǎo shīfu, wǒ yào qù...
go straight ahead	一直走	yìzhí zǒu
turn right	右拐	yòu guǎi
turn left	左拐	zuǒ guǎi
stop here	这里停	zhè lǐ tíng
slow down	慢一点	màn yídiǎn
can / can't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

NUMBERS:

You should learn your numbers because it can help in so many different areas. There are hand gestures that are useful as well.

English	Chinese Characters	Pinyin Pronunciation
0	零	líng
1	一	yī
2	二	èr
3	三	sān
4	四	sì
5	五	wǔ
6	六	liù
7	七	qī
8	八	bā
9	九	jiǔ
10	十	shí
11	十一	shí yī
20	二十	èr shí
21	二十一	èr shí yī
100	一百	yī bǎi
1000	一千	yī qiān





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!

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

HELPFUL WEBSITES AND APPS FOR LEARNING MANDARIN

Websites:

Chinese Pod: It has many short video lessons categorized by proficiency level and topics. It has free lessons as well as paid subscriptions. <http://chinesepod.com/dashboard/>

Yoyo Chinese: Fun, short video lessons. Check out the teacher's YouTube channel for free videos too by searching, "Yoyo Chinese". <https://www.yoyochinese.com/landing>

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/>)



Apps:

Here are some recommended apps that make learning Mandarin fun:

- Hello Chinese
- Rosetta Stone
- Hao Pinyin (Great for learning sounds)
- Chinese Skill
- M Mandarin (Magna-like stories with audio and lessons)
- HSK Online (for when you're ready to study for the HSK test to increase a proficiency level)
- Chineasy (Good for learning characters)



From The Airport

ARRIVAL

When you arrive, there will be an SCIS individual there to pick you up at the airport. We'll have your name on a sign, and will meet you at the airport with a van to carry all your luggage. Look for us in the lines surrounding the exit areas.

If there is a delay or you have missed a flight, please let us know ahead of time so that we can pick you up accordingly.

The van will take you to your new apartment. We'll help you unload, get situated, and get acclimated. You will receive a USD 1,000 start-up fund in rmb, so you won't have to get to a bank immediately. You also will have a few items including fresh food and drink, and basic kitchenware in your apartment. This will help you acclimate to the new country.

FIRST DAY

Depending on what time you arrive, you will want to get your phone and internet sorted as soon as possible. We'll be available to help take you to the locations once the orientation sessions begin, but there are English speakers at the nearby China Telecom and China Unicom, China Mobile offices, so you can sort it out as well. Be sure to take your passport and cash with you.

CREDIT BANKING

The school will set up an ICBC (Industrial Commercial Bank of China) account for you. It can be difficult to send money back home until October because that is when your residence visa will be finalized, so if you have any house payments or items that need to be paid within a deadline, please plan in advance.

Pay is distributed at the end of each month (11 or 12 month distribution is identified within

your contract.) ICBC will provide you with a debit card and access to online banking, which will enable you to transfer funds overseas if you have requested a portion of your salary to be paid into a US Dollar account. Alternatively you may visit the bank in person if you want to transfer money "back home" at any time.

HEALTH CHECK

You will take a health check on the 2nd day of orientation. Please do not eat or drink for 8 hours prior to the health check because they will draw your blood and run it against several tests. This is a Chinese government requirement to have a health check upon arrival / residence permit.

VISAS AND RESIDENCY

You will be asked to turn in your passport for visa control within the first weeks of your arrival. You will get it back, but will have to return it one more time within the first month. At that point, you will also have to make a visit to the visa office in order to receive your resident visa. You will be notified ahead of time regarding the time and date of this meeting. Please be sure you bring the required number of photos and information requested by Patricia Qu. Please do not make travel plans outside of China before the October holiday.

HOW TO READ YOUR CHINESE VISA



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:

http://www.transitionsabroad.com/listings/living/livingabroadin/living_abroad_moving_to_china_what_to_take.shtml

Healthcare for Expats:

<http://www.echinacities.com/Shanghai/city-guide/Putting-Health-First-Shanghais-Best-Hospitals-for-Expats>

Internet and Phone:

- **China Telecom:** <http://sh.189.cn/en/products/prepaid-e-home-30M.html>
- **VPN Reviews:** <http://www.bestvpnchina.net/>
- **VPN Routers:** http://strongvpn.com/vpn_routers_new.shtml

Learning to live in China: <http://www.saporedicina.com/english/>

Images:

- Flickr: <http://www.echinacities.com/news/HOW-TOFind-an-ayi-in-Shanghai>
- Tumblr
- Bing Images
- Mun Yee Choo or Alles Zheng -- SCIS Marketing photographers

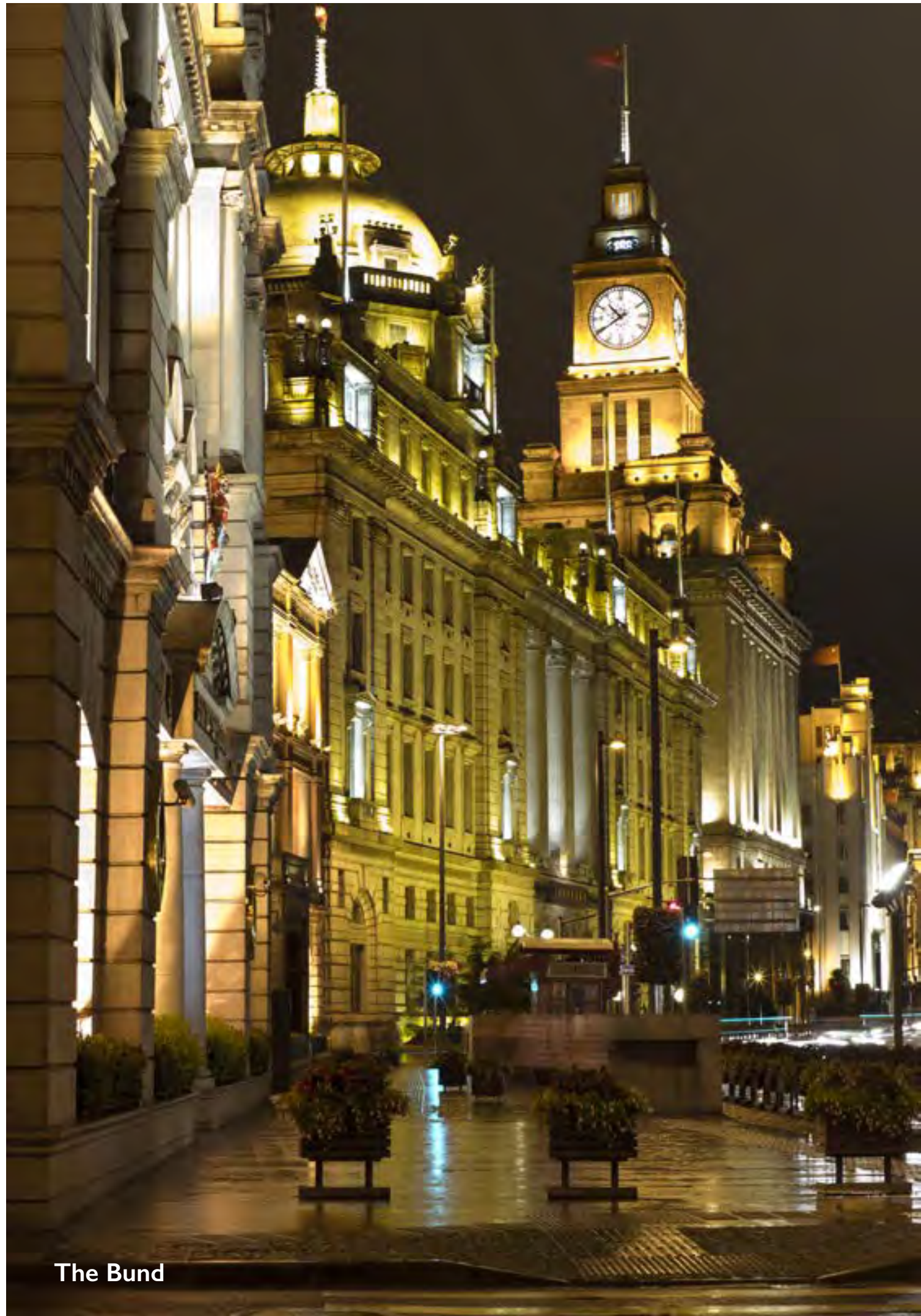
•Ayi Information:

http://www.whatsonxiamen.com/ifm_infobank.php?titleid=327

<http://www.cityweekend.com.cn/shanghai/blog/how-to-find-and-manage-an-ayi-in-shanghai/>

<http://www.echinacities.com/news/HOW-TOFind-an-ayi-in-Shanghai>

We'll see you soon!



The Bund



SHANGHAI COMMUNITY INTERNATIONAL SCHOOL

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