

Making connections...
Welcome to your new community

A Guide for International Students
at the University of Guelph

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Hello International Students!

Welcome to the University of Guelph! A few people wanted to say hello and welcome you to campus!



**Alastair Summerlee,
President and
Chancellor**

President and Vice Chancellor, Alastair Summerlee

I am delighted to welcome you to campus. This is a rich and diverse place and I hope that you will make the most of being in Canada, Ontario, the City of Guelph and the University.

Please become involved and help people understand the importance of an international perspective. Best wishes for your studies here.



**Benny Quay,
International Student
Advisor**

International Student Advisor, Benny Quay

Aloha (Hawaian — hello)! I am one of the first people that you should come to see when you arrive in Guelph. Please bring your passport with you when you come to meet with me.

I can help you with Canadian immigration issues, UHIP (University Health Insurance Plan), housing needs and problems, academic concerns, financial issues, personal matters, etc. I am here to ensure that your transition to Guelph and to Canada is as smooth as possible. My office is always open to you! I look forward to meeting you very soon.

International Liaison Coordinator, Mary Haggarty

On behalf of all the staff in Admission Services, in particular International recruitment, I would like to congratulate you on receiving an offer to join us at the University of Guelph. We receive applications from many different countries and enjoy learning about you as much as we hope you will enjoy learning about us. There are many resources to help you when you arrive in Canada, and Guelph, but we hope the best one is the friendly atmosphere that will help make this your “home away from home”.

Office of Intercultural Affairs



To learn more about the programs offered by the Office of Intercultural Affairs, visit www.studentlife.uoguelph.ca.

The Office of Intercultural Affairs (OIA) serves the campus community by fostering an environment of cultural competency and diversity. At the intersection of academic and co-curricular learning the OIA offers intentionally designed programming and services that fosters leadership and community development within an intercultural and international context. There are five main functional areas within the OIA that support the growth, development and learning needs of students of colour, Aboriginal students and undergraduate and graduate international students. These include:

- The Office of the International Student Advisor
- The Aboriginal Resource Centre
- CHROMA
- Intercultural Programming and Support
- The LINK Program

Although many of you look forward to your new life in Canada, it can be quite challenging to leave your home, family and friends for a new community. The climate, culture and learning environment may all be quite foreign to you. The Office of Intercultural Affairs is here to help you make your transition easier.

The International Student Advisor serves the needs of international students, visiting scholars, new immigrants and refugees. Common issues include adaptation challenges and problems, housing needs, academic concerns, financial difficulties, faculty-student issues (grad students) and personal support, among other things

The **Aboriginal Resource Centre** provides a culturally supportive environment that promotes academic excellence and the intellectual, spiritual and emotional development of Aboriginal students.

The **CHROMA** program, which is supported by a committed team of students and staff, and administered by the Student Life office, aspires to motivate students from diverse identities to realize their leadership potential, through both educational and service initiatives, inspiring them to be agents of transformative change.



Intercultural programming is provided by the OIA with educational trips, workshops and events to introduce international students to Canadian culture.

The LINK Program is designed to help you with your important transition. Through LINK, we match up new International students with Guelph students for the first few weeks of each semester to help orient you to life on campus and in your new community. The LINK Program is a great way to meet other students and learn about the intricacies of campus life that you may not discover otherwise.

Want to make a LINK? Visit the Office of Intercultural Affairs website at www.studentlife.uoguelph.ca to complete an application.

Other campus partners...

International Student Organization (ISO)

The ISO is a student organization that exists to voice the concerns of international students and to contribute toward the internationalization of our campus by organizing different events showcasing diverse countries/foods/traditions, as well as trips to visit local attractions. All registered international students are automatically considered as general members! The board consists of a President, Vice-President, Graduate Student Representative and other members who are all international students.

To find out more about the ISO, visit their website at www.uoguelph.ca/~iso or email them at iso@uoguelph.ca. Their office is located in the Connection Centre on the 3rd floor in the University Centre (UC).



Food Science graduate students.

Graduate Program Services

The University of Guelph offers an extensive array of graduate programs spanning the natural and physical sciences, engineering, the social sciences and the humanities, arts, business, agriculture and veterinary science, plus a selection of interdisciplinary programs.

Graduate Program Services manages a number of functions for graduate students including program admissions, course registration, approving and funding financial awards, mediating student/faculty member conflicts, reviewing academic admissions and progress, and issuing transcripts.

Visit the CIP Office in the University Centre, 3rd floor or contact them by email at cip@uoguelph.ca. Check out their website at www.uoguelph.ca/cip to learn about exciting international study abroad opportunities.

Centre for International Programs

The CIP supports the internationalization of the curriculum through the coordination of programs between Guelph students and International institutions that enhance academic programs. The CIP also facilitates international academic opportunities with faculty members, and collaborates with academic units to develop and maintain strategic international partnerships with institutions and organizations.

START International is on the Friday before Move In Day. Register online at www.studentaffairs.uoguelph.ca/reg. Don't miss it!

START International

START International is a one day program offered by Student Life. It is designed to help new students learn more about academic life at Guelph, the various resources that are available, and the many people who are here to help new students make a successful transition. This is an informative day that offers campus and library tours, sessions on academic expectations, part-time job seeking information, health insurance, ideas for financial management, and what to expect during Orientation Week.



Your 2008–2009
CSA Executive.

Student Government

The CSA is located on the 2nd floor of the University Centre, Room 274. The phone extension is 56748; the email address is csatalk@uoguelph.ca and the website is located at www.csaonline.ca.

Don't forget to pick up your CSA Compendium, a free weekly calendar and information guide, during the first week of classes in the fall. The CSA will hand them out by the cannon...watch for them!!

Central Student Association — CSA

All full-time and part-time undergraduate students at the University of Guelph are members of the CSA — the official student association.

The CSA has three purposes:

Lobbying In conjunction with the Canadian Federation of Students-Ontario, the CSA ensures that the rights of all students, including international students, are heard at all levels. The CSA works to provide change when the rights of students are being infringed upon.

Representation The CSA represents all University of Guelph undergraduate students to the provincial and federal governments, the University Administration, the Board of Governors, the Senate, City Council, the Guelph Transit Commission, and various standing committees, task forces, and commissions, as they arise. This is done to ensure that

all of the rights of students are maintained in all decision-making bodies.

Services The CSA provides learning and social opportunities through events such as movie nights, speakers, concerts and over 70 clubs to join. Student academic appeals, orientation, health and dental plan, bus pass, faxing and photocopying are all available through the CSA.

You can taste some great curry dishes at low prices at the Graduate Student Lounge, on the 5th floor of the UC.

The GSA is located on the 5th floor of the University Centre, Room 524. The phone extension is 56685; and the website is www.uoguelph.ca/gsa.

Graduate Students' Association — GSA

All full and part-time graduate students at the University of Guelph are members of the GSA — your official student government. Whether in negotiations with university administration, participating on various university committees, or through interacting with other student organizations on campus, the GSA is making sure that the interests of graduate students are taken into consideration.

Along with the CSA, they lobby and represent the concerns of all graduate students, including international graduate students. Many of the services offered by the CSA for undergraduate students are also offered by the GSA. Bus pass stickers can also be picked up at the GSA Office.

Academics and Counselling



Registration

All students (undergraduate, graduate and exchange) must register even if you have selected your courses ahead of time. There is a deadline for the registration process. If you miss the deadline you may be required to pay late fees and/or you may be removed from your courses.

The process is different based on your student status:

Undergraduate Students (full degree) Your registration package will contain your class schedule and your student ID card. Any questions about new student registration should be directed to Undergraduate Program Services on the 3rd floor of the University Centre.



The University of Guelph offers a wide variety of academic programs ranging from undergraduate, graduate, and post-graduate degrees to diploma and certificate programs.

Graduate students can view the Grad Student Calendar at www.uoguelph.ca/graduatestudies/calendar.

Students living in residence You will receive your registration package in your residence mailbox at the start of Orientation Week.

Students living off campus You must pick up your registration package the day after Labour Day (which is the first Monday in September), in the University Centre, room 103. After that date, new off campus students must pick up their packages in Undergraduate Program Services on the 3rd floor of the University Centre.

Undergraduate Students (exchange) Exchange students must register with the Education Abroad Advisor, Ext. 58466.

Graduate Students (including exchange) Registration information is sent by email several weeks prior to the start of the semester to those students who have accepted an offer of admission. Students are encouraged to select courses using WebAdvisor; however, for those students who are unable to use WebAdvisor, the Graduate Student Course Add/Drop and Change form is available on the gps forms website at www.uoguelph.ca/graduatestudies/forms/addform.pdf.



Use WebAdvisor or visit the Course Calendar at www.uoguelph.ca/undergrad_calendar to view all courses and course descriptions offered throughout the academic year.

Choosing Courses

Courses should be chosen a semester ahead, typically 2 or 3 months before the next semester. Students who are unable to select courses before the deadline date have an opportunity to make their selection during the extended add period of each semester.

Adding refers to the process of adding to your course selection.

Dropping refers to the process of ending/cancelling your registration in a course in which you have previously registered. You may only add courses during the designated period (normally the first week or so of each semester and a period designated each semester for the upcoming semester). Consult your academic calendar for these dates.

You may drop a course before the 40th class day of each semester (there are exceptions for two semester and 6 week long summer courses. Please refer to the calendar for details). This means that the dropped course will not appear on your transcript.

All undergraduate students You can select courses using WebAdvisor or with a form in person at the Undergraduate Program Services. If you have **not** yet selected courses, please contact your Program Counsellor. A list of program counselors can be accessed at www.uoguelph.ca/uaic/students_counsellors.shtml.

All graduate students You should contact your academic department prior to the beginning of the semester in order to determine appropriate course selections. Discuss with your advisor any additional courses you should take that will be beneficial for you. You will be able to select courses on Webadvisor or with a form in person at Graduate Program Services.

WebAdvisor

Through a web-based program called WebAdvisor, all students have access to registration for courses. This is the fastest way to register for courses, seminars and labs.

Immigration Procedures

Studying in Ontario

All foreign students will require a Study Permit to study in Canada. One exception to this is for students taking a course or program in Canada lasting six months or less. This exemption generally applies to exchange students. You must complete the course or program within the period authorized for your stay in Canada.

There are benefits to having a Study Permit, even if you do not require one. If you have a valid Study Permit, you can work part-time on campus at the college or university at which you are registered as a full-time student. You can also apply to renew your Study Permit from within Canada, if you decide to continue studying in Canada.

Applying for a Study Permit (from country of residence)

You should apply as soon as you receive your letter of acceptance from the educational institution. The time needed to process an application to study in Canada may vary at different visa offices. Visit www.cic.gc.ca/english/offices/missions.html for a list of embassies.

Applying for a Study Permit (from Canada)

Only students who are already on a study permit can apply for another Study Permit or renew their permit in Canada. This can be done by completing the forms available at www.cic.gc.ca/english/applications/extend-student.html and sending your application along with the required materials to the Case Processing Centre in Vegreville, Alberta.

Applications for Study Permits can be downloaded at www.cic.gc.ca and must be mailed to Case Processing Centre, Vegreville, Alberta, T9C 1X5 Telephone: (888) 242-2100. To speak to an agent, press 0. Payments can also be made by credit card on the website.

Temporary Resident Visa (TRV)

In some situations a Temporary Resident Visa (TRV) is necessary to enter Canada. It is placed in your passport to show that you have met the requirements for admission to Canada as a temporary resident. You should inquire at the Visa Office in your home country to determine whether you need a TRV or check the Canadian Immigration website at www.cic.gc.ca/english/study/permit-who.html. For students with families, you should ensure that your family members



Guelph students on a trip to northern Ontario during a Reading Week service and learning program called Project Serve.

have the appropriate visas to enter and reside in Canada by inquiring at the Visa Office in your home country.

Applying for a Temporary Resident Visa If you need a Temporary Resident Visa in addition to your Study Permit, you do not have to make a separate application or pay a separate fee. An officer will issue it at the same time as your Study Permit.

Booking a flight

Once you have received confirmation that you have been approved for your Study Permit, book a flight with the airline of your choice. Both the Toronto and Hamilton airports are approximately one hour away from Guelph, however, most flights land at the Pearson International Airport in Toronto.

If you have to search for a permanent place to live, it is preferred that you arrive by mid-August to begin to organize your new life in Guelph. If you have been offered residence accommodation, you should have received information concerning your move-in date. If you plan to arrive earlier than the official move-in date, information is also provided about temporary accommodation at the University.

If you are booking a flight to return home for vacation during school break, do not set the date until your exam schedule is finalized.

Completing the process at the Canadian port of entry

It is important that you see an Immigration Officer to complete all the required procedures when you arrive at the port of entry in Canada. Ask the customs officer to direct you to its location. You will to show the following documents to the Immigration Officer:

- Passport
- Letter from Immigration Canada confirming approval of a Study Permit (if applicable)
- Temporary Resident Visa (if applicable)
- Original letter of admission from the University of Guelph
- A list of any items that you are sending separately, i.e., not cleared on your date of arrival.

These items, including any cash/travellers' cheques that you may have, should be kept in your carry-on luggage or on your person.

Spouses can also study or practice conversational English without a study permit. They can enroll at the St. George's Centre for English as a Second Language in downtown Guelph. Their contact number is 519-766-9551.

Spouses and children of international students

If you have brought family members to live with you in Canada while you are completing your studies certain arrangements must be made. There are also services available for your family to make their stay in Canada enjoyable.

Your spouse and children must have valid immigration documents to be in Canada. Your spouse is automatically eligible to apply for a work permit and can be employed both on and off-campus. A work permit can be obtained by mail from the Case Processing Centre in Vegreville, Alberta at a cost of \$150.

The address of the Case Processing Centre is: 6212 55th Avenue Vegreville, Alberta T9C 1W5. Tel.: (780) 632-8000 Fax: (780) 632-8101.

US Visa

Citizens of most countries require a visa to enter the United States. If you intend to travel to the US, it is recommended that you apply for this visa in your home country/country of residence. If you want to apply from Canada, you must be enrolled in school for at least six months and prove that you will be returning to school after your visit.

Your Family



Conversational ESL graduation banquet

Family Housing offers programming for students and their families. If you live in Family Housing, a newsletter will be delivered to your door several times a semester with announcements of upcoming events. Barb Robbins, the Manager of Family Housing Rentals and Community Life, can be contacted by email at brobbins@uoguelph.ca or by phone at extension 54708.

Family Housing, the Office of Intercultural Affairs and the Salvation Army offer English as Second Language Conversation classes for students and their families. For more information, email oia@uoguelph.ca.

While you are busy with your academic life, your spouse and family members may feel isolated and lonely. Several activities are planned throughout the semester to help spouses and families meet other students and families living off campus or in family housing.

Visit the ISA website at www.studentlife.uoguelph.ca/isa for a listing of events for spouses and families.

In Canada, children ages 6 to 16 are required by law to attend school. You must apply for a Study Permit for your child (6 years old and up) to attend school in Canada. No Study Permit is required for your child (aged 5) to attend Kindergarten.

Please contact the Upper Grand District School Board via Donna Frey at donna.frey@ugdsb.on.ca to enquire about schools.

Child care services

A responsible individual must supervise your children if you are not at home. Leaving a child alone, even for a few hours after school, could endanger your child and possibly result in legal charges against the parents..

Formal childcare must be licensed by the provincial government under the Day Nurseries Act. Specific rules, regulations and minimum standards must be met in order to receive a license from the province. Some of these regulations include safety standards, and also a learning environment that promotes the child's physical and social development. Formal childcare operators can be run out of private homes as well as child care centres. Daycare costs vary in Canada and can range between \$25 and \$40 dollars per day depending on the age of the child and the type of care required. International students are not eligible for a subsidy.

Informal child care is not licensed by the provincial government and can include friends, relatives or neighbours as the caregiver. It is the parent's responsibility to ensure that the caregiver provider is suitable. If you are considering using a private individual for childcare, you are strongly encouraged to check references first.



A family at the University of Guelph Child Care and Learning Centre.

There are two (formal) childcare services available on campus:

The University of Guelph Child Care and Learning Centre

University of Guelph

50 Stone Rd. East.

Guelph, Ontario N1G 2W1

E-mail: cclc@uoguelph.ca

Phone: 519-824-4120 x. 52682 Fax: 519-836-7168

The Campus Child Care Co-operative of Guelph

2 South Ring Road West

Guelph, Ontario N1G 4Y2

Email: kidsrfun@sentex.net

Phone: 519-822-1280 Fax: 519-822-1845

Website: www.sentex.net/~kidsrfun/

For information on childcare services off campus, see the Bell Yellow Pages directory under “Day Care and Nurseries”

Some international students and families may be eligible for Canada’s Child Tax Benefit, a monthly payment made to eligible families to help them with the cost of raising children under the age of 18. If you are a Canadian citizen, a permanent resident, a protected person, or a temporary resident who has lived in Canada for the previous 18 months, you and your family may be eligible. Visit www.cra-arc.gc.ca/benefits/cctb/ for more information.

The GDMC is open from Monday to Friday, 9:00 am to 4:30 pm, and is closed from 12:00 to 1:00 pm for lunch

Contact Information
Phone: 519-836-2222
Fax: 519-837-2884
Email: mailbox@gdmc.org
Address: 319
Speedvale Ave East,
Unit C, Lower Level,
Guelph, ON N1E 1N4
Bus Route: 1

Services in the City of Guelph

The Guelph District Multicultural Centre provides a variety of services and programs to make your transition to Guelph easier. These include:

- Settlement and Newcomer Services
- Employment Assistance / Job Search Services
- Language Assessment (LINC) Services
- Translation and Interpreter Services
- Anti-Racism and Social Justice Program
- Research and Analysis Program
- Volunteer Placement and Internship Program

Health & Dental Insurance

As an international student at the University of Guelph, you are covered by several health insurance plans.

University Health Insurance Plan (UHIP)

For all international students except Norwegian students, UHIP is compulsory. **Please do not buy your own medical plan.**

UHIP covers your visits to the doctor, lab tests, hospital services, surgery etc. Family members (spouse and children) who accompany students (either at the same time or arriving later) to Canada must also be covered by the UHIP plan as soon as they arrive.

Health Care in Canada is expensive and costs have been rising each year. These increased costs must be covered by the UHIP plan. It is important to be an informed consumer of health care to ensure that UHIP continues to be an affordable and sustainable health insurance plan and that you do not incur unnecessary additional expenses.

You should know that the cost to the plan varies depending on where you seek primary care. To demonstrate the cost variances to the UHIP plan using a health care visit for a sore throat as an example, here are approximate costs for health care in different settings:

- **Family physician visit** that requires a throat swab would cost your insurance plan approximately \$30.74.



Ron McLester from Wisconsin, USA
(Graduate of Criminal Justice and Public Policy):

“Having a LINK partner was a good way to get connected to other students and different programs that got me involved in campus life.”

- **After hours walk-in clinic visit** for treatment that requires a throat swab would cost your insurance plan anywhere from \$30.74 – \$50.00.
- **Emergency department visit** for a treatment that requires a throat swab would cost the physician payment *plus* the cost of the Emergency Department care at \$328 *plus* lab services fees.

Clearly, the most cost efficient and the best management of health care is through a family physician. A family physician provides continuity of care and can assist through referrals in ensuring that you receive the most appropriate diagnostic services (lab or x-rays) or referral to an appropriate specialist if required.

For students and their families, Student Health Services acts as your ‘family physician’ by offering comprehensive health services with family physicians, a psychiatrist, nurses, a dietician, and a health educator on staff. If you visit a physician during regular office hours Monday to Friday (either with an appointment or in the walk-in clinic) then the cost of the visit to your health plan (and potentially to you) is considerably less than seeking care in an after hours walk-in clinic or in the Emergency department of a hospital. If you attend an after hours walk-in clinic, you may be billed directly and have to make a claim to UHIP. Student Health Services bills UHIP directly for all services that are covered on the plan.

Always get health and medical attention in a timely manner but give thought to where you obtain that care and use health care services as required by the nature of the problem. Emergencies should go to the Emergency Department. For other health care issues use your family physician wherever possible. For more detailed information, visit www.uhip.ca.

Graduate and undergraduate students can receive their UHIP card by visiting the Office of the International Student Advisor. You will not be able to use medical services, even emergency services, without your UHIP card.

Health Insurance for Family Members You must enroll your dependants (spouse and children) into UHIP. Contact Benny Quay, International Student Advisor, for more information or to enroll your dependants.

If you have any questions about your UHIP plan or what to do in terms of seeking medical help, please contact Benny Quay, International Student Advisor. You can see him in person at his office on the 3rd floor of the University Centre or contact him by phone at (519) 824- 4120 X53954 or via e-mail at bquay@uoguelph.ca.

Student Health Plan (SHP)

UHIP does not cover prescription drugs or dental costs. All domestic and international students at the University of Guelph subscribe to the SHP to cover these. The cost of the SHP is included in your institutional fees, which form part of your total tuition. Under the SHP, students only pay the pharmacy for the dispensing fees, which is usually between \$5 to \$10 depending on the pharmacy. To make use of the SHP, both undergraduate and graduate students must pick up their SHP card from the Students Benefits Plan Office in room 126 B, Level 1 of the University Centre.

Dental Plan

Students also subscribe to a dental plan. The cost of this benefit is also included in student fees paid with the tuition.

All Students The dental plan is managed by the Student Benefits Plan Office. The cost of the dental plan is also incorporated into student fees paid with tuition. If you have proof of dental coverage in Canada, you may apply for an exemption of the dental plan. Please visit the Student Benefits Plan Office in room 126B, Level 1 of the University Centre for more information.

Health & Dental Insurance for Family Members

Students with families can also add their dependants to their Student Health and Dental insurance plan for a fee. Contact either the Student Benefits Plan Office in the University Centre for more information.



A handful of Canadian coins.

Finances

Coins have different names for each denomination. 1 cent is called a penny. 5 cents is called a nickel. 10 cents is called a dime. 25 cents is called a quarter. A one dollar coin is called a loonie. A two dollar coin is called a toonie.

Currency in Canada

The official currency in Canada is the Canadian dollar. There are different denominations from the coins (1, 5, 10, 25 cents; \$1 and \$2) to the bills (\$5, \$10, \$20, \$50, \$100). US money is the only foreign currency that is accepted in some Canadian stores.

If you intend on traveling with Canadian dollars, you can change your money in your home country or at the airport. If you bring your foreign currency to Guelph, it is recommended that you change it at the Global Currency Services located at 1027 Gordon Street, Unit 8. Global Currency Services will change most currencies including coins, where some banks may not accept all currencies for exchange.

Transferring Funds to Canada

Money can be wired from your home to your Canadian bank account at any time. The time it takes for a transfer of funds can vary from a few days to weeks. You should plan accordingly for your finances — do not wait until you run out of money to have money wired to you.

Here is a selected list of banks close to the University. For a listing of other banks in Guelph, check the Yellow Pages of the local phone directory under “banks”.

Bank of Montreal
Stone Road Mall
(519) 836-7400

Bank of Nova Scotia
170 Kortright Rd
(519) 821-2030

Royal Bank
Gordon and Kortright
(519) 821-5610

TD Canada Trust
496 Edinburgh Rd. S
(519) 821-2200

TD Canada Trust
200 Kortright W
& Edinburgh (519)
763-3111

*CIBC
374 Stone Road W
(519) 824-6520

* This bank has an ATM (Automated Teller Machine) on campus.

Paying tuition

There are several methods you can use to pay for your tuition and other fees.

Wire Transfer or Bank Transfer Some international students may find this method of payment most convenient. A twenty dollar bank charge is applied for this service.

Payments sent by wire/bank transfer may take up to two weeks to be credited to your account so submit your payment well in advance to ensure that it reaches the University of Guelph by the deadline. The University is not responsible for payments that do not reach us by the payment deadline.

If you wish to send money to the University of Guelph by wire transfer, the banking information is:

The Canadian Imperial Bank of Commerce
St. George's Square,
Box 578
Guelph, ON, N1H 6K9
519-766-6400
Transit# 00052
Account # 8774315
Swift Code: "CIBCCATT"

Ensure that the student name and ID number is included.

Internet/Telephone Banking If you already have a Canadian bank account set up, you can make payments to your student account through the Internet/telephone banking services offered by your financial institution. If you currently do not use this service, you will need to contact your financial institution in order to sign up. Once approved for this service please follow these steps:

1. Go to the website of your bank.
2. Go to “make a payment”.
3. When you are setting up internet/telephone payment, remember that the Account Number is **your** seven digit University of Guelph student ID number and the Payee is the ‘University of Guelph — Student Fees’. Your ID number must be seven digits by using zeros at the beginning.
4. Enter the amount of the payment.
5. Confirm your authorization of this payment.
6. Record the authorization number for your records or print a copy of your confirmation.



Eric Malcolm from Canberra, Australia
(Bachelor of Arts
General Studies):

“My first semester on exchange was probably the most fun meeting lots of new people from Canada from around the world and travelling around parts of Canada. I liked it so much I ended up staying another 2 years to play basketball for the university!”

Money Order, Bank Draft or Certified Cheques For those students who do not have Internet/telephone banking services, we accept money orders, bank drafts and certified cheques payable to the University of Guelph which can be obtained at your financial institution, which may include a fee for this service. Please record your student number on the face of the payment. **Personal cheques are not accepted.**

Payments sent by mail may take up to two weeks to be credited to your account. Mail your payment well in advance to ensure that it reaches the University of Guelph by the deadline. The University is not responsible for payments that do not reach us by the payment deadline.

Please pay close attention to the payment deadlines in order to avoid de-registration. In this case, you may have to pay a \$200 re-instatement fee and a \$60 late fee.

Please mail the payment to:

University of Guelph c/o Student Financial Services
Level 3, University Centre,
50 Stone Rd. E.
Guelph, ON N1G 2W1

Financial Institutions Allow 48 to 72 hours for payment to be posted to your student account. If you are using a Credit Union, please allow 4 to 5 days.

- Bank of Montreal
- Canadian Imperial Bank of Commerce (CIBC)
- National Bank of Canada
- PC Financial
- Royal Bank of Canada
- Scotia Bank
- TD Canada Trust
- Bank of Hong Kong

If your financial institution is not listed above, contact them to see if the University of Guelph is listed as one of their payees.

For further information please contact Student Financial Services by email at accountquestions@registrar.uoguelph.ca or by calling (519) 824-4120 x53953.

Estimated costs in Canada

Here is a general guide of how much you can expect to spend during your first semester. Undergraduate students typically

spend two semesters (fall and winter) and graduate students typically stay all year round, paying tuition in the fall, winter and spring. The following estimate is based on the fall 2007 tuition fee amount.

Expenses	Estimated Minimum	Estimated Maximum
Accommodation Minimum: student staying in residence Maximum: Student sharing accommodation starting at \$500 per month	\$4454	\$6000
Textbooks	\$500	\$1000
Food Minimum: Student spending \$300 per month for four months Maximum: Student on a full meal plan per semester	\$1200	\$1863
Lifestyle and personal costs	\$500	\$1500
Subtotal (cost of living)	\$11,600	\$16,575
Tuition (undergraduate – 1 semester)*	\$8365	\$8365
International Undergraduate student total	\$15,519	\$19,228
Tuition (graduate – 1 semester)*	\$5033	\$5033
International Graduate student total	\$12,187	\$15,896

*Based on 2007 regular full time international student in non-professional programs. This tuition is based on fall 2007 tuition fees.

Banking in Canada

Setting up a Bank Account

You'll need to take the following documents with you in order to open a bank account:

1. Your passport or Birth Certificate
2. A second piece of identification
3. Some money to deposit
4. Guelph Student ID number to be eligible for special student plans

The person at the bank will direct you in applying for an account. Please ask him or her questions if there are details that you do not understand.



Be proactive by checking the University of Guelph scholarships.

American students who are considered Native Americans, and possess a tribal identity card are eligible to pay domestic tuition rates instead of international tuition rates. Please contact Benny Quay for further details at bquay@uoguelph.ca.

Scholarships and Awards

Financial assistance programs are available for International Students, including Entrance Awards, Work-Study and In-course Bursaries. In addition, many of the University of Guelph's scholarships for upper-year students are available to enrolled international students and are based on high academic standing.

Undergraduate International Entrance Scholarships

Merit Scholarships for International Students

- A limited number of non-renewable international scholarships ranging from \$500 to \$6,000 Canadian dollars will be awarded to new high school students entering the University of Guelph September entry point.
- Students with a record of high academic achievement and extra-curricular involvement will be considered for the University of Guelph Entrance Scholarship for International Students.
- International scholarship offers will be made on the basis of an applicant's complete admission file including high school grade point average and external test scores (for example SAT/ACT scores for students in an American high school system) as well as personal letters of support and reference letters. Applicants are welcome to list their extra-curricular activities on the Student Profile Form.
- Scholarships are awarded on a competitive basis.
- Admission application files must be complete and all relevant grade data must be submitted to Admissions Services on or before March 1 for international students to be considered for a scholarship.
- Students can hold the University of Guelph Entrance Scholarship for International Students and the Registrar's Entrance Scholarship concurrently.

Registrar's Entrance Scholarships: \$1,000 to \$3,000 CDN.

- Financial aid may be offered to international students with demonstrated financial need.
- Admission application files must be complete and all relevant grade data must be submitted to Admissions Services on or before March 1 for international students to be considered for a scholarship.



**Karen Campbell,
exchange student
from Aberdeen
University, Scotland
(Animal Science):**

“Students from abroad should be aware about how dedicated students are, especially in the sciences. Lots of students are trying to get into medical school or the veterinary college. There is a lot of emphasis on work, which I was not used to! If you don’t keep up with the work, you will be left behind and it gets very stressful.”

- Completion of the International Student Registrar’s Entrance Scholarship Application is required and is due by March 1.

Unfortunately, the University does not offer full scholarships and is unable to provide assistance with the admission application fee, transportation, or other costs at the current time. It will be necessary for you to locate an alternative source of funding for your post-secondary studies.

Graduate Awards and Financial Assistance

Financial assistance may be available to graduate students in several forms and combinations. These may include employment, research assistantships, scholarships and bursaries.

When departments and schools make admission recommendations to Graduate Program Services, they also decide what funding will be provided to each person. Graduate students at the University of Guelph have the opportunity to supplement their income through Graduate Teaching Assistantships (GTAs), Graduate Service Assistantships (GSAs), and Graduate Research Assistantships (GRAs).

Graduate International Entrance Scholarships

Entry-level (semester-one) students in all departments are considered for University Graduate Scholarships and other

internal awards prior to arrival. Students will normally be included in entrance-award competitions held after the date on which they accepted an offer of admission. No application is needed for these awards.

Guaranteed Minimum Stipend for Doctoral Students

Effective since Fall 2004, every new domestic or international doctoral student is offered a guaranteed minimum stipend of \$17,500 per year.

Undergraduate and Graduate International In-course Scholarships and Bursaries

Scholarships

- International students are eligible for some in-course student scholarships. Many of these scholarships are automatically awarded based on the student's academic performance while studying at Guelph.
- These scholarships are highly competitive and are available to all registered students.
- Undergraduate students are encouraged to use the Awards and Scholarships Online Search Engine for specific awards that may apply to them.
- Graduate students are encouraged to refer to the Graduate Calendar for relevant scholarships. Many scholarships target specific programs or research interests, so it is important to carefully review the full list of current scholarships. Refer to the following website for the current list of scholarships: <http://www.uoguelph.ca/registrar/calendars/graduate/current/gradawards/index.shtml>.
- If an application is required, it is the student's responsibility to ensure it is completed and submitted on time and submitted to the appropriate department.
- Typically, undergraduate in-course scholarships have an application deadline date of April 1.
- Graduate scholarships have various deadlines as indicated in the list of scholarships in the Graduate Calendar.

Bursaries and Awards with a Financial Need Component

- International students can apply for a bursary by completing the *Financial Need Assessment Form*:

International Undergraduate Students or the Financial Need Assessment Form: International Graduate Students and submitting it to the International Student Advisor.

- These applications are assessed every semester and are intended to assist students with unforeseen financial difficulties or shortfalls.
- If a financial emergency arises, students are encouraged to contact the International Student Advisor for assistance.
- International students are not eligible for OSOTF (ACCESS awards) or the General Bursary funds.

While working in Canada, you will have tax deducted from your earnings. In March, you can file your income tax with the Federal government, and you may receive some of this deducted tax back. The Office of Intercultural Affairs holds tax sessions every March, and if you are on the international student email list-serve, you will be notified. For more information on income tax for international students, visit www.cra-arc.gc.ca/tax/nonresidents/individuals/students-e.html.

Work Study applications are available at the beginning of each semester (Sept, Jan or May). Students can print a copy of the application to the Student Financial Services website at www.uoguelph.ca/registrar/studentfinance/.

Working in Canada

On-campus

International students are able to work on-campus throughout the year in various academic and administrative departments. For further information on employment opportunities, interview strategies and job search techniques, visit the Career Services website at www.careerservices.uoguelph.ca.

Work study There are a number of work study positions available for international students each semester. Applicants are approved on a first come, first serve basis. You do not need a social insurance number to apply for Work Study; however you will need a valid social insurance number once you have gained employment. See the departmental payroll administrator for the details.

The aim of the work study program is to help students with financial need meet their education costs by working part-time on campus during the academic year. This program provides benefits to the students and the hiring departments as they work toward meeting operational objectives. Some of the terms and conditions for obtaining a work study position are: you must maintain a minimum semester credit weight of 1.50, you may earn up to a maximum of \$1,000 per semester, you may work no more than 10-15 hours per week and you are not permitted to hold two work study jobs at the same time.

For more information on working off campus as a student or as a graduate, please contact the International Student Advisor or visit the Department of Citizenship and Immigration website www.cic.gc.ca/english/study/work-ops.html.



New international students arriving in Canada on August 27th or 28th can be transported from Pearson International Airport to Guelph at no charge through Red Car Airport Service courtesy of the Office of Intercultural Affairs. Please contact the airport service directly at www.redcarservice.com once you have booked your flight. Students arriving before or after these dates will have to reserve and pay for their own transportation using either Red Car Service or other modes of transportation.

Off-campus

Citizenship and Immigration Canada has officially announced that international students are now allowed to work off campus. New students will have to wait until the 3rd month of their second semester to be eligible to apply for the off-campus work permit. A student must be registered full time and be in good academic standing to apply for the work permit.

Postgraduate work permit

After graduation, international students may work for a period of up to two years in Canada, in places except for Toronto, Vancouver or Montreal.

Travelling

Local Travelling

Transportation from the airport to Guelph Located in Guelph, Ontario, Red Car Service provides door-to-door limousine service between Guelph/Elora/Fergus and surrounding areas to the Pearson International Airport in Toronto, Hamilton International Airport and the Buffalo International Airport. The rate is based on the number of people who will be sharing the limousine in your group.

Buses within Guelph

The Guelph Transit buses operate throughout the week and weekends. The routes and times vary. It is best to visit the Guelph Transit website at <http://guelph.ca/transit> to determine the best route and departure times.

All undergraduate and graduate students pay a set fee for unlimited use of the Guelph Transit Bus system. The fee is paid along with your tuition and other fees to the University. Your student identification card doubles as your bus pass — just show the valid sticker on the front and you can ride anywhere in Guelph. Bus pass stickers for undergraduate students are distributed by the Central Student Association. Bus pass stickers for graduate students are distributed by the Graduate Student Association on level 5 of the University Centre.



Both undergraduate and graduate students at the University of Guelph pay a set fee each semester for a bus pass.

Without a valid student bus pass (e.g. for families of international students), exact change is required. The current price is \$2.00.

The Guelph Transit buses operate Monday through Saturday from 5:45 am to 12:15 am and Sunday from 9:15 am to 6:15 pm. The buses leave St. George's Square downtown every half hour, at quarter to the hour and quarter after the hour.

Route 51 Gordon passes the University on Gordon Street every half an hour.

Route 52 University/Kortright As well as the regular schedule leaving downtown Monday through Saturday (5:45 am to 12:15 am and Sundays 9:15 am to 6:15 pm), the #52 University/Kortright bus will run 15 minute service 7:30 am to 10:30 pm Monday to Friday (during regularly scheduled classes September to April only).

Route 55 University/College This bus does not go downtown. Passengers can transfer at the University Centre or Stone Road Mall onto other buses.

The #55 University/College bus will operate 7:30 am to 10:30 pm Monday to Friday (during regularly scheduled classes September to April only). This bus will start at the Stone Road Mall on the hour and half hour, with the last bus leaving Stone Road Mall at 10:30 pm arriving at the University Centre at 10:45 pm.

University Willow Express The University/Willow Express bus operates Monday to Friday (during regularly scheduled classes, September to April only). This route starts at Willow Road and Dawson Road at 7:45 am, arriving at

Check your CSA/ GSA calendar/ information guides for route information or get a copy of the Route and Schedule Guide from the Travel Information Centre in the Guelph Centre or from Guelph Transit. There are also maps of each of the routes on the Internet at <http://guelph.ca/maps.cfm>.

Westwood Drive and Imperial Road at 7:50 am, Paisley Street & Silvercreek Parkway at 7:55 am, Edinburgh Road & Wellington Road at 8:00 am, and McGilvray & Gordon at 8:05 am, arriving at the University Centre at 8:10 am.

The return trip leaves the University Centre at 5:05 pm.

Routes 70A and 70B Operates Monday through Friday, half hour intervals, 7:30 am until 10:00 pm early September until late April (coinciding with the fall and winter semesters at the University of Guelph).

One bus starts at the University Centre at 7:30 am traveling in a clockwise direction, Stone Road, Hanlon Expressway, Wellington, Imperial, Woodlawn, Victoria, Stone Road. One bus starts at the University Centre at 7:30 am traveling in a counterclockwise direction, Stone, Victoria Road, Woodlawn, Imperial, Wellington, Hanlon Expressway, Stone. One bus starts at Woodlawn & Edinburgh at 7:00 am traveling in counterclockwise direction, Woodlawn, Imperial, Wellington, Hanlon Expressway, Stone, Victoria, Woodlawn. One bus starts at Woodlawn & Edinburgh at 7:00 am traveling in a clockwise direction, Woodlawn, Victoria, Stone, Hanlon Expressway, Wellington, Imperial, Woodlawn.

Transfers take place between the existing radial route network and the perimeter route at points where two or more routes intersect.

Taxis within Guelph

Try to avoid “taking a taxi” or “calling a cab” unless absolutely necessary. This is a very expensive form of traveling in the city. The price of a taxi ride is determined by a meter and not by the driver. Therefore, the amount of money the driver asks for cannot be negotiated and is the price you must pay. The fare will be displayed on the electronic meter in the front beside the driver. You can ask for an estimate of the price when you first call the taxi office for a ride.

Transportation outside of Guelph

Heading out of town? Buses and trains are the most common ways of getting around Ontario, other provinces in Canada and the United States. If you have your International Student Identity (ISIC) Card, you may be eligible for a discount on

There are two main taxi services used in Guelph:

Canadian Cab
88 MacDonnell
(519) 824-3110

Red Top Taxi
77 MacDonnell
(519) 821-1700

The Via Rail toll-free hotline is 1-888-842-7245 and website is www.viarail.ca. You can also purchase tickets through the Travel Cuts office located on the first floor of the University Centre.

During business hours (8:30 am to 4:30 pm) call Greyhound at 519-824-3570. After hours, you can call 1-800-661-8747. The Greyhound website is www.greyhound.ca. You can also purchase tickets at the booth located on the first floor of the University near the Travel Cuts office.

Visit www.gotransit.com for a list of GO Bus schedules.

these services. ISIC cards can be purchased at Travel Cuts, located on the first floor of the University Centre.

Via Rail is the main passenger train service for getting around Canada and makes connections to Amtrak, the United States rail service.

Greyhound Canada offers cross-Canada and United States bus service. The terminal in Guelph is at 141 MacDonnell.

Trentway-Wager offers service to the Niagara Region, including Hamilton, Niagara Falls and Buffalo, Kingston, Peterborough and Montreal. Call 1-800-461-7661 or visit their website at www.coachcanada.com.

GO Transit, the bus service out of the City of Toronto, runs from the University of Guelph bus loop to the greater Toronto area on a daily basis. Express routes to the Square One Mall in Mississauga and the Cooksville GO Station will leave every hour Monday to Friday during regular working hours along with one evening trip.

Drivers' License/Driving in Canada

A visitor must be at least 16 years old and have a valid driver's license from your own country in order to drive in Ontario. If you are here for more than three months, you need an International Driver's Permit from your own country or you may have to apply for an Ontario driver's license, depending on your length of stay. You should also ensure your automobile insurance coverage is sufficient. If you plan to rent a car in Guelph, you must be over the age of 21 years old. For some companies, there is a surcharge for drivers aged 21 to 24 years old.

New Residents You can use your new license for up to 60 days after you move to Ontario. If you want to keep driving in Ontario, you must get an Ontario driver's license. You must use your Ontario license when you are issued one. New Ontario residents have 30 days before they have to register their vehicles and get Ontario license plates and vehicle permit. More information on how to get an Ontario license, licensing your car or driving rules in Ontario can be found on the Ministry of Transportation website at www.mto.gov.on.ca/english/dandv/visiting.htm.



Owning and maintaining a vehicle in Ontario is quite expensive. There are also hazards of driving in the winter if you are not familiar with driving in such weather. Public transport is quite reliable and it suggested that you use the public transport unless you really have need of a vehicle.

Renting a car

There are several car rental companies in Guelph. Some of these include:

Alamo 945 Woodlawn Rd. West

519-763-0019 www.alamo.ca

Avis Car & Truck Rental 152 Wellington St. East

519-836-1338 www.avis.ca

Budget Car and Truck Rental 945 Woodlawn Rd. West

519-763-0899 www.budget.ca

National Car and Truck Rental 42 Gordon St.

519-821-6040 www.nationalcar.ca

Housing

Several options are available for students to live both on and off campus. If you would like to live on campus in a student residence, you must indicate so on your application. A residence room is guaranteed for first year students. Students also rent rooms, houses or apartments in shared or single units off campus.

Undergraduate Student Residence

Different types of residence facilities are available on campus. These include

- East Residence
- East Village Townhouses
- Johnson Hall
- Lambton Hall
- Lennox Addington Hall
- Macdonald Hall
- Maids Hall (Arts House)
- South Residence
- Watson Hall

To view floor plans, photographs and more details on these residences, go to the Student Housing Services website at www.housing.uoguelph.ca/home.cfm.



Move-In Day takes place on the Sunday before the Labour Day holiday. All new students will move on the same day. Travel routes are organized by Student Housing Services. Go to <http://www.housing.uoguelph.ca/resadmit/movein> to find out more information.

Residence Learning Communities

Student Housing Services offers two additional types of residences for undergraduate students. **Academic clusters** are small groups or “clusters” of first year students who are enrolled in the same academic program, and share living space and friendships. This program is designed to help new students adjust to the challenges of university life and study. The **Living Learning Centres** or LLCs are designed to encourage interaction by bringing together students with common interests. An LLC is a place to live and to learn, a place where the whole world is your classroom.

Graduate Student Residence

The University of Guelph owns several houses on and around campus. To view these houses and their availability, go to the Student Housing Services website at www.housing.uoguelph.ca.

Family Housing

Student Housing Services operates two communities for student families within walking distance of the main campus. Priority for housing is given to couples with or without children, and singles with children. If space allows, mature single students will be considered for accommodation. There are two sites available to choose from: College Avenue, and Wellington Woods.

The **College Avenue Family Housing** community is located at 78 College Avenue West. It consists of 200 units: 68 two-bedroom townhouses, 9 two-bedroom apartments, 119



To view photographs and floor plans, visit the Student Housing Services website at www.housing.uoguelph.ca/home.cfm.

Bed linen is not provided in residence, but if you require it, it is available. Contact residence desk staff to find out how you can obtain linen temporarily. There are many stores in Guelph where you can purchase personal supplies such as these. This information is provided in the “Life in Guelph” Section.

one-bedroom apartments, 4 units available for students with physical disabilities.

Wellington Woods is located at 252 Stone Road West. Wellington Woods consists of 139 two-bedroom townhouses.

Living in Residence

The staff team in residence includes both Residence Managers (RMs) and Residence Assistants (RAs). You will become most familiar with your “R.A.” They are responsible for helping residents establish and maintain community standards with social and educational programming and personal and academic support.

Each Residence has an assigned residence desk, which you will use throughout your stay in residence. You will use the desk services to check in and check out, sign out spare room keys and equipment for special facilities like the music rooms, the computer rooms, weight rooms, or the TV lounges; for cleaning supplies, mail and to report damage or repairs.

Residence Early Arrival

For students living on campus who are arriving before the official “Move-In Day” arrangements can be made to stay in residence for a fee of \$20 a day. Please direct any early arrival request via email to our conferences desk at: confdesk@uoguelph.ca. Include in your message your name, student ID number, room assignment, date you request for move in, and the reason for your request.

If your family is coming to Canada with you, they will need to request off-campus temporary accommodation. To view a list of available accommodation, please visit www.studentlife.uoguelph.ca/isa/tempaccomm.cfm.

Making Phone Calls

When calling from a private phone, you will only be charged for long distance calls — local calls are free. Hotels will usually charge for both local and long distance calls made from a room.

If you live in an on-campus residence, the phone and its phone services are provided with your room. Local and on-campus calls are free. You will be charged for long distance calls and a bill will be sent to your residence mailbox every 6 weeks. A voicemail service is included with your campus



Over 4800 students live in on-campus in non-family student residences.

If you live in East Residence and require some kitchen items, there is a collection of used kitchen equipment available for students to sign out. Ask your Residence Assistant for further information.

Purchasing calling cards or phone cards will make phoning long distance much cheaper. You can purchase phone cards at any grocery store or corner store.

phone. To make calls from your residence room, follow the instructions below.

Local calls from your residence room If you are calling off campus, press the 'local' button and dial the 10-digit number (starting with 519). If you are calling an on-campus number, pick up the receiver and dial that 5-digit number.

Long Distance Calls From Your Residence Room You need a long distance code, which you should have received in the mail or at the desk when you checked in to residence.

- Press the "long distance" button on the phone, enter your code, and wait for the dial tone. Dial the number you are calling.
- For Canadian and US numbers, dial 1 + area code + 7 digit number.
- For calls outside Canada and the US, dial 1 or 011 + country code + city code + number. Check the front of the Bell telephone book for a list of country codes or visit www.countrycallingcodes.com.

Off-Campus Housing

If you have chosen to live off-campus, it is suggested that you arrive at least two weeks before the beginning of classes.

If you need help finding off-campus housing, you can contact the Neighbourhood Relations and Off-Campus

Daily listings for accommodation are posted on the first floor of the University Centre near the Daily Grind coffee shop. The CSA website www.thecannon.ca also has housing listings under "Buy, Sell, Find".

Off campus housing in Guelph is often rented on 12 month lease contracts that start either May 1st or September 1st. The lease is an agreement between the tenant and landlord outlining rights and responsibilities of each party for the term of the lease (usually 12 months).

There are different kinds of off-campus housing available, ranging from single room with cooking facilities to shared houses and apartments.

- Rooms in houses where the kitchen and bathrooms may be shared with other tenants: \$350-\$500
- One-bedroom apartments with private kitchen and bathroom (studio, basement and upper apartments): \$550-\$800
- Two-bedroom apartments: \$750-\$950
- Three-bedroom apartments: \$950-\$1200

Housing Office. It is open Monday to Friday from 8:30 am until 4:30 pm in the University Centre, Level 3.

To contact the office by phone, call 519-824-4120 Ext. 53357. They can also be reached via e-mail at ocho@uoguelph.ca. You can also view their housing listings at listings.housing.uoguelph.ca.

When looking for rented accommodation, you will find information in the listings about utilities, walking distance from campus, and whether or not the accommodation is near a public transit bus stop. Utilities include hydro (electricity), water and heat (gas/oil/electric). If utilities are not included in the rental price, then this will be an additional monthly expense.

Some important abbreviations used in off campus rental accommodations include:

3 br: 3 bedrooms

bach: bachelor (1 large room)

bsmt: basement

either M or F: either male or female

furn: furnished

incl util: including utilities

laund: laundry facilities

lse: lease

n/smkr: non smoker

p/furn: partially furnished

priv bath: private bath

Off-campus Early Arrival

If you will not be living on-campus during the school year you can arrange for temporary accommodation. Accommodation is available at Bed and Breakfasts (a less expensive option) and at hotels near to the University. For a listing of temporary accommodation, please visit the ISA website at www.studentlife.uoguelph.ca/isa/tempacomm.cfm. If you have questions, please contact the LINK Coordinator at link@uoguelph.ca.

Landlord/Tenant Issues

The Off Campus Housing Office provides information about your rights and obligations as a tenant. You can access this information online at www.studentlife.uoguelph.ca/neighbourhood/ or by visiting the Off Campus Housing Office. This website is an excellent resource for questions concerning living off campus and landlord-tenant issues.

The Manager, Neighbourhood Relations and Off Campus Housing in Student Life can be reached at ext. 52214.

The Central Student Association (CSA) also offers a variety of services to help students needing information on landlord-tenant regulations.



The city of Guelph offers a healthy selection off-campus housing opportunities, from shared houses and apartments, to single rooms with shared cooking facilities.

Purchasing household items can become expensive. The Office of Intercultural Affairs loans pots and pans to incoming international students living off campus every semester. If you need these items, please contact the LINK coordinator at link@uoguelph.ca to make arrangements.

The Guelph Tenants' Survival Guide is a comprehensive guide that provides students information on the law and your rights as a tenant. Pick up your copy at the CSA Office, Level 2 University Centre. For tenant advocacy please contact the Local Affairs Commissioner Ext. 54407 or csalocal@uoguelph.ca.

The Legal Resource Room provides legal information and guidance in areas of common concern to university students. It is located in Room 241 of the University Centre. It is only open during the fall and winter semesters.

Arranging Phone Services Off Campus

If you live in the grad houses, family housing, or off-campus, you'll need to arrange to have phone services connected. There are two major home phone companies in Ontario (Bell and Rogers).

To order telephone services, visit the Bell Canada website at www.bell.ca or Rogers at www.rogers.com/homephone. You can also arrange for the service in person by visiting the Bell Phone Centre or Rogers at the Stone Road Mall.

If you need a phone, you can buy one from any electronic or department store e.g. The Source by Circuit City or Zellers. Your local calls will be included in the price of your monthly service rate.

In Guelph, everyone has the right to quiet enjoyment of their home and yard and safety of their home and neighborhood. The City of Guelph has by-laws that are community standards for living, which include regulations on noise, vehicle parking, property maintenance and garbage disposal. For more information, visit www.guelph.ca.

Guelph's Wet-Dry+ waste collection system requires sorting waste into three bags:

- blue for **dry** recyclables
- green for **wet** compostables, and
- clear for landfill **waste**.

For more information, visit www.studentlife.uoguelph.ca/neighbourhood/Wet-DrySortingList.cfm.

The OCUS Lounge is located across from Peter Clark Hall in the basement of the University Centre. The hours of operation are Mon-Fri from 8 am to 4:30 pm during the Fall and Winter semesters. The OCUS Lounge is closed for the summer months (May to August).

Electricity Use in Canada

Canada uses 110 volt electrical systems at 60 hertz. You will need a voltage transformer/ converter or adapter for your electrical appliances if they operate on a different voltage. There are different types of converters for different types of appliances. Small electronics, razors and non-heating appliances can operate with a 50-watt converter. Heating appliances such as hair dryers, irons, coffee makers and other high-power electrical appliances need a 1600-watt converter. You can also purchase combination converters for both types. Mains wall sockets and plugs for 110 volts are two parallel flat blades. If those sockets are different from the ones used in your country then you will need a socket converter. Adapters can be found at "The Source by Circuit City" in the Stone Road Mall.

Meeting Other Students Living Off Campus

Living off campus can sometimes make it more difficult to meet people. OCUS, the Off-Campus University Students' Club, is there to help. OCUS provides resources for students who do not live in residence. It begins by offering a social network for students living off campus, to help you feel connected. It also provides students with:

- Information about the University and about Guelph
- A link to the Guelph community
- Events throughout the year
- Use of a telephone, lockers, and meeting space

The Centre for New Students also offers a number of services designed to help new students living off campus to connect with others at the University. The Off-Campus Connection (OCC) program is one such service that connects senior students with new students living off campus in their first year.

Life in Guelph

The Volunteer Centre for Guelph Wellington has published a Directory of Services for New Canadians in Guelph. An online copy of this document is available at www.volunteerguelph.wellington.on.ca/communityinfo.aspx.

You can visit these websites to visit to familiarize yourself with Canada's history and culture:

Canada's Natural History Society www.historysociety.ca

The Canadian Encyclopedia www.thecanadianencyclopedia.com

The National Library of Canada www.collections.canada.ca/caninfo/ecaninfo.htm

Canadian Studies: A Guide to the Sources www.iccs-ciec.ca/blackwell.html

Living In Canada

Canada is a multicultural society. Except for Canada's Aboriginal people, many Canadian citizens are new Canadians, or second, third and fourth generation Canadians from somewhere else in the world. As a nation, we celebrate and embrace this diversity. International students should feel "at home" in Canada. The city is quite accessible for students who have physical disabilities.

Culture Shock

Many new Canadians experience culture shock when they arrive. This anxiety can be reduced by the use of on-campus resources like the International Student Advisor, and by becoming involved in campus life.

If you have tried to adapt but are still feeling the effects of culture shock, contact the International Student Advisor, Benny Quay right away or make an appointment with a counsellor at Counselling Services, extension 53224.

Events, trips and workshops will be planned during the semester to help you adjust to life in Guelph and in Canada. By becoming a member of the international student email listserv through the International Student Advisor, you will become informed quickly of all of the new and exciting programs being planned for you!

Weather

Canada is a country with four seasons, which requires you to wear appropriate clothing to feel comfortable all year round.

Fall or Autumn - September 21 to December 20

In Guelph, the average temperature ranges from -7 to +20 degrees Celsius. September is almost as warm as the summer, but October through to December can often require winter clothing. Buy high-quality winter coats with hoods, long pants, sweaters and waterproof boots or shoes for you and your family.



Keep yourself warm
with lots of layers.

To find out the weather for the day, visit any Guelph radio station or look at the front page of any newspaper. You can also find out by accessing the University of Guelph or Environment Canada websites (www.uoguelph.ca or www.weatheroffice.gc.ca).

There is no dress code at the University of Guelph, however students usually dress casually.

Winter - December 21 to March 20

The temperature range is -15 to +3 degrees Celsius. Snow falls and stays on the ground most of the time. January and February are the coldest months of the year. Sometimes it can be so cold outside that it is uncomfortable to go out with exposed skin. Get thermal underwear tops and bottoms and wool socks. Windproof hats, thick mittens, scarves and warm, waterproof boots are essential.

Spring - March 21 to June 20

The temperature ranges from +10 to +21 degrees Celsius and there is a lot of rain during this period. In March and April, you will need to wear sweaters and windproof and rainproof jackets and rainproof shoes. In May and June it gets warm enough to go outside without a coat.

Summer - June 21 to September 20

The temperature range is +11 to +30 degrees Celsius. Summer is sometimes very hot and humid while at other times it is wet and windy. You should have shorts and T-shirts but also sweaters and long pants.

To check up to date weather news, visit www.theweathernetwork.com or listen to local radio stations during the morning newscast.

Local weather reports provide the temperature in degrees Celsius and information on the amount of rain, snow and sun that we will have. Another way to decide what to wear is to look outside and see what most people walking by are wearing. However, it is always better to put on extra layers of clothing if you are not sure of how many you will need. Then you can take one or two layers off if you get too hot during the day. It is especially important that your children are warmly dressed for school as part of the day is spent outdoors.

Health and Wellness

Student Health Services Clinic

Student Health Services is located on the first floor of the John T. Powell Building (beside the Athletic Centre). Comprehensive health care is provided to all students at the facility.

Students are encouraged to choose one of the doctors as a "personal physician" and then make appointments with him/her for all health issues or concerns. To make an appointment to see a doctor, students should phone the Student Health Services, 519-824-4120 ext. 52131, or go in person.

The Walk-In Clinic is available for acute infections or injuries, pregnancy tests, acute headaches, acute abdominal pain, asthma attacks, and any sudden onset of illness. However, you will require an appointment for physicals, counselling, birth control prescriptions, sexually transmitted infection screening, wart treatments, immunizations, allergy injections, and management of chronic conditions.

Remember to take your UHIP card, or temporary UHIP card, and your student card. If you miss an appointment, you will be sent a bill for a fee, which UHIP will not reimburse.

After Hours Clinics in Guelph

Guelph has "After Hours" medical clinics. The clinics are for people who have medical problems that may need immediate attention but that are not life-threatening.

The following is a list of the After Hours Medical Clinics nearest the University:

Campus Estates Plaza:
35 Harvard Road.....519-837-2250
Monday - Friday 9:00 am - 12 pm, 1 pm - 4:30 pm

Surrey Street After Hours Clinic:
21 Surrey St 519-763-6201
Monday - Friday 6 pm - 9 pm
Saturday & Sunday..... 10 am - 2 pm



**Sahan
Ranamukhaarachchi
from Sri Lanka (Food
Science):**

“Playing intramural sports is amazing because the competitions are fierce! I saw the difference between high school sports and University level sports. My part time job at Alumni House helped me learn a lot more about the university and to meet new people.”

Urgent Care

If someone in your family has a serious accident or illness, this is an emergency and they must get to a hospital as soon as possible. The Emergency Service is available at Guelph General Hospital (115 Delhi St., 519-822-5350). Remember to take the sick person’s health card with you to the hospital. Remember that your UHIP card does not cover all services received at the hospital and you may be billed.

Major Emergency

Phone 911 on your telephone OR dial 0 and tell the operator it is an emergency. They will send an ambulance to your location. **Note: there will be a charge for all ambulance services that you are required to pay.**

Minor Emergency

Go with the sick person to the nearest hospital. Enter the doors that say **EMERGENCY** and tell the person at the desk inside what the emergency is.

Guelph is a relatively safe city in which to live, work and study. However, it is difficult to know what is dangerous when you are not familiar with the area.

Always lock your apartment, residence room or house.

If you are travelling within campus, use the Campus SafeWalk service, ext. 53200. Campus SafeWalk Service is a student-run volunteer organization dedicated to providing people on campus with a safe and reliable escort after dark, and helping to maintain the safety of the university community.

Be aware of the location of emergency poles on-campus. They are yellow poles with blue lights on the top at various places on campus. If you have an emergency, have been assaulted, or feel unsafe for any reason, press the red button.

For Emergency Assistance while on campus dial Ext. 52000	
Campus Police (non emergency)	Ext. 52245
First Aid response	Ext. 58488
Campus Safewalk	Ext. 53200
Residence Desk (24 hr)	Ext. 58121
City of Guelph Emergency Numbers	
For emergency service dial	9-1-1
Police (non emergency)	519-824-1212
Fire	519-824-3232
Ambulance	519-824-7100
Guelph General Hospital	519-822-5350

Shopping Economically

Stores and Malls

Stores are generally open from 10am to 5pm, Mondays to Saturdays. Some shops are open on Sunday afternoons as well.

Malls are large buildings with several stores. The main mall in Guelph is called the Stone Road Mall, located on the corner of Stone Rd. and Edinburgh Rd. It contains a full range of stores from women's, men's and children's clothing, to a bookstore, card stores, a pharmacy, and housewares. Stone Road Mall does not include a grocery store.

What should I remember before I go shopping?

In Guelph, there are many types of stores that sell goods of varying types, quality and price.

A) *Balancing quality with price is very important.* There are some clothes that are obviously very poorly made and will fall apart after a short time. These clothes may cost less but are not worth buying when you have to keep replacing them. However, there are some clothes that cost too much, simply because of their designer labels. People will pay more for them even if the quality is no better than clothes without a label. Check the quality, not the label.

B) *Products in stores will have price tags on them.* The price on the tag is the price you must pay to buy the item. There



Shannon Maingot from Trinidad, West Indies
(B.Comm. Marketing Management):

"My first snowfall was very memorable. It was the first time I had seen snow! I made snow angels and rolled around in the snow and had a great time!"

Lauren Wight from Trinidad, West Indies
(B.A. Geography):

"My most memorable moments are hanging out with friends on campus, picnics on Johnston Green, living in residence, painting the cannon, tobogganing down the football field, and taking my graduation pictures."

is also TAX on almost everything you buy, so the price you actually pay is the price noted on the tag plus 14%.

C) *If you have any questions about the price or a product, the salespeople in the stores will try to help you.*

D) *You can pay at most stores with cash, credit card or debit cards.* A debit card is a bank card from a Canadian bank. Money is automatically withdrawn from your account at the point of purchase. Use the same PIN (Personal Identification Number) that you use at the ATM (Automated Teller Machine) when you use the debit machines in stores.

Used clothes, furniture, house wares, etc.

The Attic 11-35 Harvard Rd. 519-829-2062
158 Wyndham St. N. 519-836-5982
Busters Buy & Sell 86 Gordon 519-826-5963
Family Thrift Store 152 Wyndham St. N. 519-824-0779
Gramma's Attic 808 York Rd. 519-837-0980
Hock Shop 97 Wyndham Rd. N. 519-821-2274
Opportunity Shop 348 Speedvale Ave. E. 519-836-1710
Salvation Army 257 Woodlawn W. 519-836-6316
Second Look 11 Quebec St. 519-829-2201
St. Vincent De Paul Society 133 Woolwich 519-836-5829
The Cheshire Cat 219 Silvercreek Pkwy N. 519-766-4070
Value Village Stores Ltd. 214 Silvercreek Pkwy N.
519-821-9994

Dollar Stores/Bargain stores

Prices are low with most items under \$5.00 (most items are one dollar), and includes a variety of household and stationary items as well as toys.

Dollarama Stone Rd Mall 435 Stone Rd W 519-821-5780
Everything For A Dollar Store 370 Stone Rd. W 519-821-8252
Loony Lizard Dollar Store 210 Kortwright W. 519-767-3166
Prime Dollar Store Ltd 35 Harvard 519-821-3424

Discount Department Stores

Prices are relatively low, variety of items is usually wide, you can find almost anything at one of these stores.

Zellers Inc 3 locations —
175 Stone Rd W. 519-821-6900
121 Silvercreek Pkwy N 519-821-7110
297 Eramosa 519-824-6120
Walmart 1 location — 11 Woodlawn Rd W. 519-767-1600



Groceries can be bought at supermarkets, small grocers and the weekly Farmers' Market.

In the early fall and early spring many families will sell household items on their driveway on Saturday or Sunday mornings. If you are looking for used furniture and household goods, check out the local newspaper listings for addresses and times of garage sales. Be sure to bring small bills/change with you. The Guelph Tribune newspaper is delivered free every week to households in Guelph.

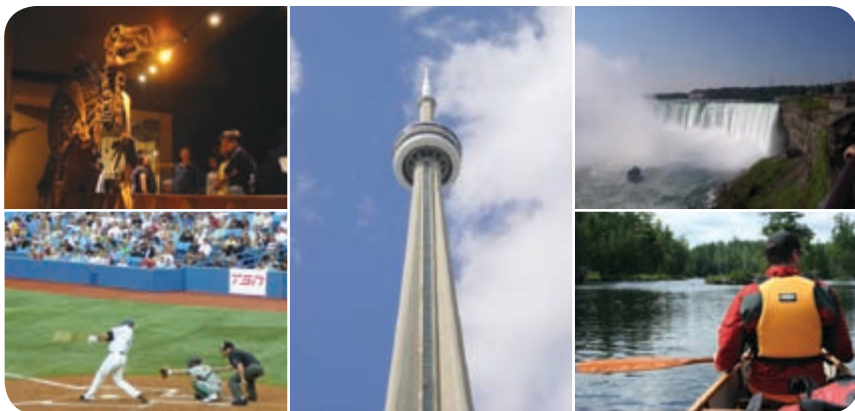
Specialty Stores

It is sometimes wiser to shop at specialty stores than at discount stores, since the specialty stores will have better experience and goods than other general discount stores. This is particularly important when the items considered are high-technology (example: computers, audio/visual equipment) and require warranties or special set ups.

Shopping effectively

When you are in your neighbourhood, apartment building or on Guelph's campus, check for notices from students who are leaving Guelph and are selling their furniture and appliances cheaply. There are two bulletin boards on the first floor of the University Centre, where items being sold are posted.

Newspapers also contain advertising supplements (flyers) from some of the discount stores which have weekly sales. Very often, a common item will go on sale (a reduced price) once every few weeks. Therefore, if you need to buy something that costs a considerable amount, it is a good idea to wait until you see it on sale.



Things to do in Canada

(clockwise from top left): see dinosaurs at Royal Ontario Museum; go to the top of the CN Tower; visit Niagara Falls; go canoeing in Algonquin Park; watch a baseball game in Toronto.

Photos: Carsten Kebler; Florian Dreyer; Shane Usher; Ted Golding; Jim C. Chou.

Exploring Canada

Exploring Out-of-Town Destinations

Visiting famous Canadian landmarks is a good way to learn about Canadian heritage. The Office of Intercultural Affairs organizes trips every semester that facilitate learning about Canadian culture. The International Student Organization (ISO) also organizes trips such as ski trips and hockey games.

Visit the oia website for a list of upcoming events and activities at www.studentlife.uoguelph.ca. Also visit the Student Affairs online event registration at www.studentaffairs.uoguelph.ca/reg.

Guelph is close to many exciting destinations in Canada. Within a two hour drive or bus trip you can visit:

- Niagara Falls
- CN Tower in Toronto
- Royal Ontario Museum in Toronto
- Science Centre in Toronto
- Centre Island in Toronto
- Algonquin Park (north of Toronto)
- Hockey Hall of Fame in Toronto
- Manitoulin Island (north of Guelph)
- Bruce Trail (north of Guelph)
- Niagara on the Lake
- Stratford Festival (west of Guelph)

Visit these tourism websites for more information on popular destinations in Guelph and the surrounding area

www.soto.on.ca/Guelph/

<http://guelph.ca/visiting.cfm>

www.ontariotravel.net/



Travelling by train is a great way to see Canada's landscape. Visit www.viarail.com for train schedules.

To see some live hockey, go to see a Guelph Storm hockey game in downtown Guelph. Visit www.guelphstorm.com for a game schedule.

You might notice that many Canadians attach a sound at the end of their sentences. The word "eh" (pronounced AY) is a Canadian quirk that is apart of the Canadian dialect. It can be used in conjunction with other words to add emphasis, for example "how are you doing, eh?" Before long, you'll notice that you are ending your sentences this way too!

While you are in Canada you should take the opportunity to explore this vast country. Montreal (Quebec) and Ottawa are two beautiful cities that showcase the diversity of Canadian culture. Watching a hockey or baseball game in Toronto are also great experiences. Outside of Ontario, all the provinces offer magnificent landscapes and exciting tourist destinations.

Canadianisms

Canadian food

- Tim Hortons – where many Canadians buy coffee and donuts - is a place you will see on almost every major street corner.
- Quebec yellow pea soup, Montreal smoked meat and real Montreal bagels are all brought to us by the French.
- Poutine is also a Canadian favourite created by the French. This dish is simply a combination of french fries covered with gravy and cheese curds.
- Canadian bacon is also called back bacon. It is ham rolled in peameal (crushed peas).
- Tortiere is a meat pie originating from Quebec.
- Maple syrup is tapped throughout Ontario and Quebec and is delicious on pancakes, waffles, and plain yoghurt!

Canadian sports

- Lacrosse is Canada's national sport and invented by Canada's Aboriginal people.
- Hockey is one of Canada's favourite past times.
- Basketball was invented by a Canadian.

Exploring Guelph

Guelph offers lots of opportunities to experience different cultures, music and food through festivals all year, including:

- Guelph Spring Festival (end of April/beginning of May)
- Guelph Contemporary Dance Festival (early June)
- Guelph Multicultural Festival (June)
- Hillside Festival (last weekend in July)
- Eden Mills Writer's Festivals (early September)
- Guelph Jazz Festival (early September)
- Guelph Arts Festival (late September)



Every March the University of Guelph holds an open house for the community. Many events are held to showcase the campus including an annual Dance Exhibition.

Did you know this about Guelph?

- Before the settlement and development of Guelph, the area was considered by the surrounding indigenous communities to be a “neutral” zone. On selected dates members from different communities would meet and trade goods by the Speed River.
- Guelph was the home of North America’s first cable tv system. Ted Metcalfe created McLean Hunter Television and their first broadcast was Queen Elizabeth’s Coronation in 1953.



During the annual College Royal Open House, take a trip out to the barn to visit Old Mac's Farm and the 'Rumen-with-a-view' display. 'Rumen-with-a-view' is a chance to look inside a living cow's stomach while learning about it!

- The term Hat-trick was invented in Guelph. The Biltmore Hat Company sponsored a Guelph hockey team called the Biltmore Mad Hatters. When a player scored three goals, fans were encouraged to throw their hats onto the ice. This was known as the "hat trick".
- Tim Ryan, the inventor of Five Pin Bowling, was a Guelph resident.
- The jock strap was invented here... created by Guelph Elastic Hosiery (now Protexion Industries) in the 1920s. The company held a contest to name the product and jock strap was the winning name. The prize was five dollars.
- The wire coat hanger was invented here in the 1920s, probably by Steele's Wire Spring Company.
- The Ontario Veterinary College is the oldest school of its kind in the Western hemisphere (founded in 1862).
- Colonel John McCrae, who wrote the poem "In Flanders Fields" was born and raised in Guelph.

Notable people from Guelph:

- Neve Campbell, actress
- A. J. Casson, member of the Group of Seven artists
- Brian Fray, cartoonist
- John McCrae, First World War poet
- Robert Munsch, children's author
- Seth, graphic novelist
- Jane Siberry, singer-songwriter
- Jay Stephens, cartoonist

The Cannon

You may notice a large cannon in the centre of campus pointed directly at the University Centre. The cannon was brought to campus between 1878 and 1879 from the British Navy for drilling exercises. For a short period of time the cannon was removed from campus because of the message of war conveyed, but was reestablished and is a university tradition. Students will paint the cannon in the wee hours of the morning with different messages like "Happy Birthday" or slogans for events on campus.

Checklist

Before You Arrive in Guelph

- When you obtain your acceptance letter from Guelph, apply for your study permit and temporary resident visa
- Apply for Residence/ Temporary Accommodation/ Begin your off-campus housing search
- Purchase travel insurance for your flight to Canada

Before you leave home for the airport, be sure to bring the following items with you

- Passport with Temporary Resident Visa (if applicable)
- Birth certificate
- Letter from Canadian visa office confirming that you have been approved for a Study Permit
- Original letter of Admission from the University of Guelph
- Proof of financial support
- Information about your sponsor (if you are under 18 years old)
- A list of any items that you are sending separately i.e. not declared on your date of arrival
- Money/Credit Card for Red Car Service from the airport to Guelph
- Travel insurance
- Transformer for appliances (if applicable) — you can also purchase this in Canada
- Warm clothes (if you do not possess any, you can purchase this in Canada)

When You Arrive — Undergraduate (Full Degree and Exchange) Students

Whether you are a first time or transfer undergraduate student, you should visit the Office of the International Student Advisor to:

- Meet Benny Quay, the International Student Advisor (all students) and the Education Abroad Advisor (exchange students). Please have your passport with you
- Complete your UHIP (University Health Insurance Plan) forms to get temporary proof of health coverage
- Connect with your LINK partner or sign up for LINK
- Find out how you can become part of the International student email listserve

Go to the Academic Records on the 3rd Floor of the University Centre to:

- Pay your Tuition and Fees (go to Student Financial Services for other payment options) or to ensure that your payment was received
- Submit your student ID card request form if you have not already done so
- Select your courses and make changes to your Academic Schedule (it is also possible to do this online with WebAdvisor)

Other Tasks:

- You can make an appointment with your program counsellor if you need to discuss any academic issues or determine what courses you should take.
- Open a bank account if you wish to transfer money from home and use a local bank
- Pick up your student drug plan card at the student health plan office on the main floor of the University Centre
- Check with the Library to find out when you can take a tour and learn about the available resources
- If you need to find off-campus housing, go to the Off Campus Housing Office for accommodation listings and advice

- ❑ Pick up your CSA Daytimer, a free day planner available from the CSA, which includes important information about University resources and contact information. These are usually available in Branion Plaza (by the cannon) during the first week of classes
- ❑ Check your University of Guelph webmail account. If you do not know your account login or password, call 519-824-4120 ext 58888.

When You Arrive— Graduate Students

Full degree and exchange students studying at the Masters or Doctoral level should:

- ❑ Meet Benny Quay, the International Student Advisor. Please have your passport with you. Find out how you can become part of the international student email listserve.
- ❑ Visit the Graduate Program Services (GPS) office on the 3rd floor of the University Centre to obtain your UHIP application and to submit a copy of your Study Permit.
- ❑ Visit your academic department to pick up your student ID card. If you didn't submit a picture for your student ID card, visit the Student Client Services office (University Centre, level 3) to have a photo taken and your ID card prepared
- ❑ Take your completed paperwork (UHIP form, back to GPS along with a photocopy of your student authorization
- ❑ Enroll family members in UHIP— University Health Insurance Plan at GPS
- ❑ Enroll your family members in the student health plan (drug plan) and the dental plan at the Student Health Plan/Benefits office on the main floor of the University Centre
- ❑ Pay your tuition and fees

Other tasks:

- Open a bank account if you wish to transfer money from home and use a local bank
- Pick up your student drug plan card at the student health plan office on the main floor of the University Centre. Make sure to enroll your family (spouse and children)
- If you wish to opt out (not participate in) the Student Dental Insurance Plan, or if you wish to have your family covered by the Student Dental Insurance Plan, you need to visit the Graduate Students' Association (GSA), 5th floor University Centre
- Check with the library to activate your student card for library use and find out when you can take a tour and learn the library system
- If you need to find off campus housing, go to the Off Campus Housing office for accommodation listings and advice
- Pick up your GSA Handbook from the GSA on the 5th floor of the University Centre
- Check your University of Guelph webmail account. If you do not know your account login or password, call 519-824-4120 ext 58888

Be sure to check in with the International Student Advisor, within the first few days of your arrival. He will need to verify your Study Permit and give you information about enrolling in UHIP (University Health Insurance Plan). UHIP is the medical plan for all international students in Ontario; it is compulsory. Only if you are a Norwegian student will you be exempt from UHIP.

Important Contact Information

The following is a list of some of the services both on and off campus, which may be of use to you in your first few weeks here. However, this is by no means an exhaustive list of services and resources available to you as a University of Guelph student. If there is a service you cannot locate on this list, we encourage you to use the Keyword Directory on the University of Guelph homepage: www.uoguelph.ca/csrc/keyword.

Resource	Location	Ext / Phone
Athletic Centre	Athletic Centre	52216
Career Services	3rd Floor, University Centre	52214
Central Veterinary Student Association	OVC, Box 370	52594
Central Student Association	2nd Floor University Centre	56748
Centre for International Programs	3rd Floor, University Centre	54876
Centre for New Students	3rd Floor University Centre	52498
Centre for Students with Disabilities	3rd Floor University Centre	56208/58502
College of Arts	MacKinnon 9th Floor	53301
College of Biological Sciences	McNally House	53463
College of Physical and Engineering Science	MacNaughton 438	56430
College of Social and Applied Human Science	MacKinnon 138	56753
Computing and Communication Services	Animal Science & Nutrition, Room 037	58888
Counselling (Personal)	3rd Floor University Centre	53244
Emergency	Campus Police	52000
Express Centre (meal cards)	2nd Floor Creelman Hall	52822
Family Housing	78 College Ave, #132	52551
Graduate Program Services	3rd Floor University Centre	56737

Resource	Location	Ext/ Phone
Graduate Student's Association	5th Floor University Centre	53314
Human Rights, CSA Office	University Centre 244	52629
Human Rights and Equity Office	15 University Ave E.	53000
International Student advisor	University Centre	53954
Learning Commons	1st Floor McLaughlin Library	53632
Library		53617
Multi-Faith Resource Team	Raithby House	58909
Off Campus Connection	3rd Floor University Centre	53609
Ontario Agricultural College	Johnston Hall	56211
Parking Administration	Trent Building	52118
Safewalk	Trent Building	53200
Sexual Assault Centre of Guelph		823-5806
Student Health Services	J.T. Powell Building	52131
Student Financial Services	3rd Floor University Centre	58715
Student Support Network (Drop In Only)	McNally House	55002
Travel Cuts	1 st Floor University Centre	58540/763-1660
University Police	Trent Building	52245
Undergraduate Program Services	3rd Floor University Centre	58731
Women in Crisis		836-5710



**Making Connections ... Welcome to Your New Community:
A Guide for International Students at the University of Guelph**

A production of the Office of Intercultural Affairs

Office of Intercultural Affairs
Student Life and Counselling Services
University Centre, Level 3
50 Stone Road
University of Guelph
Guelph, Ontario, Canada N1G 2W1
Tel. 519.824.4120
Fax. 519.824.2705
oia@uoguelph.ca

www.studentlife.uoguelph.ca

**UNIVERSITY
of GUELPH**

