WELCOME TO YOUR NEW COMMUNITY

GET PREPARED: A GUIDE FOR INTERNATIONAL STUDENTS
2017/2018
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## WELCOME

Hello International Students!  

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STUDENT LIFE IS THE CONNECTION TO YOUR BOLD FUTURE.
WELCOME TO THE UNIVERSITY OF GUELPH!

Franco Vaccarino, President & Vice Chancellor
I am delighted to welcome you to the University of Guelph. This is a rich and diverse place of learning and discovery, and I hope that you will make the most of being on this campus and in this city, province and country. Please take advantage of the many programs and opportunities available to you. I expect that you will also bring a new perspective to share with us. Best wishes for your studies.

Megan Sager, International Student Advisor
sagerm@uoguelph.ca
519.824.4120 x 53954
Come see me when you first arrive, and throughout your time in Guelph. I am the person to talk to about student resources; UHIP (University Health Insurance Plan); academic, financial, and housing issues; university rules and policies; upcoming workshops and events; getting involved on-campus and connecting with other students; and any personal matters or concerns you may face. Basically, I am here to help ensure that your transition is smooth!

Yassin Sagnia, Coordinator, Mentorship and Engagement Programs
ysagnia@uoguelph.ca
519.824.4120 x 58686
I coordinate programs that provide transitional support for students during first year and beyond. I encourage you to sign up for these programs before you arrive. Contact me to discuss which of our programs best meet your needs. The University of Guelph and our office have so much to offer and I hope you make the most of it all.

Pugaleni Iynkaran, Coordinator, International Programs
iynkaran@uoguelph.ca
519.824.4120 x 53636
I organize events and programs for full degree international undergraduate and graduate students that focus on helping students successfully transition to Guelph, and support you throughout your time here on-campus. I also serve as the staff advisor for the World University Service of Canada (WUSC) program. Don’t hesitate to contact me, especially if you have questions about START International.

Amilah Baksh, Cultural Diversity Advisor
baksha@uoguelph.ca
519.824.4120 x 53681
I organize events and programs for students that focus on developing a greater awareness of and appreciation for diversity and inclusion here at the University of Guelph. I also act as an advisor and counsellor for students who identify as black or racialized. I can provide information about various student resources and offer support around issues concerning your mental health, life experiences or any other personal matters you may face.
“Guelph is small and quiet thus a perfect place to study. It has a unique culture, providing me with an opportunity to gain a unique university experience. There are many opportunities for University of Guelph international students in the community.”

LAN WANG from China
Graduate of BA Economics
OFFICE OF INTERCULTURAL AFFAIRS

The Office of Intercultural Affairs (OIA) in the department of Student Life is here to support your individual transition needs and connect you to resources on- and off-campus. The OIA supports the development and learning needs of undergraduate and graduate international and Aboriginal students and students from different faith perspectives while fostering cultural competency, leadership and community development within an intercultural context.

Although you may be looking forward to studying at Guelph and living in Canada, it can be 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. You may experience cultural shock among other challenges, but we are here to help you make your transition easier.

OIA offers 1-to-1 advising, free skill-building and intercultural competency workshops, volunteer opportunities, cultural excursions, and social activities throughout the year. We also have mentorship and social programs for new international students that last a semester or longer to help with cultural, academic, and language transition.

Go to gryphlife.uoguelph.ca/organization/OIA to learn about upcoming events, register for OIA activities and programs, and explore opportunities to get involved.

The International Student Advisor (ISA) is available to meet with full degree undergraduate and graduate international students, visiting scholars, new immigrants and refugees. Common topics include adaptation challenges, housing, academic concerns, financial difficulties, culture shock and particularly for graduate students, challenges associated with faculty-student relationships. Regardless of the nature of your visit, the Advisor is always happy to see you and to provide guidance and support as needed.

Learn more about the programs offered by the Student Life. studentlife.uoguelph.ca

Add International Student Connections as one of your organizations.

To get updates about events for international students and to sign up for OIA programs gryphlife.ca
Register for START International!

Sign up for START International — a free three-day orientation program from August 30 to September 1, 2017 specifically for new undergraduate international 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 event that includes campus and city tours, sessions on what to expect in and out of the classroom, job seeking and healthcare information, ideas for financial management, opportunities to get involved, what to expect during Orientation Week, and more.

Airport pickup will be available for students arriving at Pearson International Airport (YYZ) and traveling to the main Guelph campus on Tuesday, August 29, 2017. Registration will be available in May 2017.

During START International, time will be scheduled for volunteers to take you to the shopping mall and help with your cell phone, bank account and other shopping needs.

Making Connections

Through our International Student Connections program, you will have a current student who will serve as a support person for you. This is someone to get in touch with whenever you have any questions and are not sure who to ask for help. You will receive emails from this Ambassador with updates on events and opportunities within the international student community and beyond.

STARTonTrack is the home for all new students wanting to start University off on the right foot. You’ll be encouraged to meet with one of our STARTonTrack Facilitators — awesome upper year students. These conversations will help you to learn about help that you might not know existed and how to prepare for the rest of your university experience. To learn more or to sign up email ontrack@uoguelph.ca

The Chroma Project matches first year students with faculty and graduate student mentors that provide guidance throughout your first year and valuable academic advice. A past participant shared that “The Chroma Project has been the best decision I’ve made through my first year.” Learn more at chromaproject.ca

The Conversation Partners program pairs students who wish to improve their spoken English with student volunteers to practice conversational English. Pairs meet one to two hours a week or attend weekly conversation cafes, where they can engage in activities that promote conversation and cultural exchange.

The Multi-Faith Resource Team is a group of leaders and representatives from a number of diverse faith communities that support students through programming that celebrates diversity, promotes understanding and fosters spiritual growth on campus. Visit studentlife.uoguelph.ca/community/multi-faith/communities for more information.
A great way to meet other people is joining one of the many campus organizations. For a complete list of clubs and associations visit gryphlife.ca. At the start of each semester, go to Club Days in the UC to meet people involved with each club.

### Campus Partners

**Co-Operative Education & Career Services**

Co-Operative Educational & Career Services (CECS) offer integrated services to all students and alumni contributing to their international and rewarding career journey. CECS offers the following services for students:

- Drop-in sessions
- Resume critiques & mock interviews
- Employer job fairs where students meet prospective employers
- Job postings (www.recruitguelph.ca)
- Employment workshops for international students (with the OIA)

**International Student Organization**

The International Student Organization (ISO), your international student club, is a community of international students that provide peer-run social and transitional support. The ISO also hosts many events throughout the year to showcase diverse countries, foods and traditions.

The ISO Lounge is located in University Centre room 535 and is used for both studying and relaxing. Be sure to stop by when you get to Guelph.

**Office of Graduate & Postdoctoral Studies**

The Office of Graduate Studies manages a number of functions for graduate students including program admissions, course registration, orientation, approving and funding financial awards, mediating student/faculty member conflicts, reviewing academic admissions and progress. Visit uoguelph.ca/graduatestudies.

**University of Guelph Library – Learning Commons at the University of Guelph Library**

The Library supports students who want to enhance their skills and performance and achieve their intellectual potential. The Learning Commons offers help in learning, writing, and research for all students, as well as English language help for students who have English as an additional language. Visit lib.uoguelph.ca/get-assistance for more information.

For graduate students, the Library offers a variety of workshops and programs through the Graduate Student Learning Initiative (GSLI) that bring together key campus services that support academic and professional skill development. You can access many workshops at the Library such as essay and dissertation writing, research and project management, and academic integrity. Visit gsli.uoguelph.ca for more information.

Learn more about the International Student Organization (ISO). Search UofGuelph International Student Organization on Facebook.

University of Guelph has joined other Canadian institutions to develop professional development resources for graduate students. These can be accessed for free at mygradskills.ca.
**Student Governments**

**Central Student Association (CSA)**
The CSA is the undergraduate students’ association and they advocate on behalf of their fellow students on collective issues as diverse as public transit, neighborhood relations, and accessible education. They also offer various programs such as administering student bus pass, operating Student Help and Advocacy Centre (SHAC), Guelph Student Food Bank, SafeWalk and many more. You can learn about their services at csaonline.ca

**Graduate Students’ Association (GSA)**
The GSA represents the interests of graduate students to the wider campus, municipal, provincial, national, and global communities. Their initiatives work to improve the well-being of graduate students, and advocate for the quality and accessibility of graduate education at the university. They also provide services such as bus pass distribution, confidential peer support, child care and travel bursaries, the Grad Lounge, and more. Information is available at uoguelph.ca/gsa
ACADEMICS & COUNSELLING

Registration

Each semester, all students (undergraduate, graduate and exchange) must confirm their intent to register by paying the registration deposit even if you have selected your courses ahead of time. If you miss the deadline you may be required to pay late fees and/or be removed from your courses.

WebAdvisor

Through a web-based program called WebAdvisor, Undergraduate and Graduate students have access to course registration. This is the fastest way to register for courses, seminars and labs. If you are in a Non-Degree Graduate Program, please consult the office of Graduate and Postdoctoral Studies for more information.

Choosing courses

“Adding” refers to the process of registering for your courses. You may only add courses during the designated period (normally the first week of each semester. Consult your academic calendar for these dates.

Undergraduate students who are unable to select courses before the deadline date have an opportunity to make their selection during the extended add period at the start of each semester but some courses may be full.

“Dropping” refers to the process of ending/cancelling your registration in a course. You may drop a course before the 40th class day of each semester (there are exceptions for two-semester and six-week long summer courses. Please refer to the calendar for details). This means, if you drop a course before this deadline, then the dropped course will not appear on your academic transcript.

If you are a graduate student, it is highly recommended that you consult with your program coordinator, supervisor, and/or grad secretary before you make any decisions to add or drop courses.

For all international students, adding or dropping classes may affect your student status, ability to work, or finances so make sure to check with your program counsellor or program coordinator before adding/dropping courses on your own.

Access WebAdvisor

webadvisor.uoguelph.ca

For graduate students, detailed instructions on how to register and choose courses using WebAdvisor are provided on the following page. uoguelph.ca/graduate-studies/current/registration

Supported Learning Groups (SLGs)

SLGs are peer-led academic support for undergraduate students, offered by the Learning Commons at the Library.

For more information visit lib.uoguelph.ca/get-assistance/studying/slgs

Tutoring at Guelph is a database of paid student tutors.

For more information visit uoguelph.ca/tutoring
Course Calendar

The academic calendar helps students follow their degree program. It includes registration dates, class start dates, add or drop dates, program policies, and more. It’s good to look at this ahead of time to begin learning about your responsibilities as a university student.

Current undergraduate course calendar can be found here: uoguelph.ca/registrar/calendars/undergraduate/current

Current graduate course calendar can be found here: uoguelph.ca/registrar/calendars/graduate/current

Undergraduate Program Counsellors

Program counsellors have expertise in degree program requirements and regulations, as well as the specializations and their fit within the degree program. They can assist undergraduate students with course selection, adding/dropping courses, balancing your course load, and more.

Graduate Coordinators and Graduate Secretary

For international graduate students, it is a good idea to get in touch with your Graduate Coordinator and Secretary before you arrive. They will be able to provide specific information on program requirements for your academic discipline, offer course selection support, and assist with any other program-related inquiries.

You can also learn about the policies and procedures that apply to all graduate students before you arrive by looking through the resources on the Office of Graduate & Postdoctoral Studies website and reviewing the Graduate Academic Calendar (refer to page 10, above). You should also get familiar with resources available from your department. Most graduate departments provide a handbook directed at students in their graduate programs. This will give you information about timelines, what to expect during your academic program, organizations in your field, office space and research resources, and the important people you need to know to help you navigate within your department. The OGPS hosts a graduate student orientation session at the beginning of each semester, with a separate event for international students in early September. There are also orientations offered by your academic program that you can attend when you arrive to learn more and start meeting other graduate students. You should receive an invitation to these events from your Graduate Program Assistant, but do not hesitate to ask about these events to ensure you do not miss out.
“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!”

SHANNON MAINGOT
from Trinidad, West Indies
Graduate of BComm Marketing Management
IMMIGRATION PROCEDURES

Studying in Ontario

All full-degree international students will require a Study Permit to study in Canada. You must complete the course or program within the period authorized for your stay in Canada.

Applying for a Study Permit (from country of residence)

You should apply as soon as you receive your letter of acceptance. The time needed to process an application to study in Canada may vary at different visa offices and may take several weeks. Visit cic.gc.ca/english/information/offices/apply-where.asp for a list of embassies. U.S. students may apply for a study permit at the U.S./Canada point of entry.

Applying for a Study Permit (within Canada)

Only students who are already on a study permit can apply for another study permit or renew their permit inside of Canada. Details of application processes can be found on the Immigration, Refugees and Citizenship Canada website.

If you are studying at a high school in Canada, you should see if you need to apply for a new study permit for your studies at university. A high school (secondary) study permit does not authorize study at the university (post-secondary) level.

Temporary Resident Visa (TRV)

A study permit is not a Visa. Citizens of certain countries require a Temporary Resident Visa (TRV) to enter Canada. The visa 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 Immigration, Refugees and Citizenship Canada website at cic.gc.ca/english/visit/visas.asp. For students with families, you should ensure that your family members have the appropriate visas to enter and reside in Canada by inquiring at the Visa Office in your home country.

Electronic Travel Authorization (eTA)

Visa-exempt foreign nationals who fly to or transit through Canada are expected to have an Electronic Travel Authorization (eTA). Exceptions include U.S. citizens and travelers with a valid Canadian visa. Visit cic.gc.ca/english/visit/eta-start.asp for more information.
Completing the Process at the Canadian Port of Entry

It is important that you show the Immigration Officer the following documents:

- Passport
- Letter from the High Commission, Embassy or Consulate confirming approval or Study Permit or Visitor Status if you are an exchange student who will be in Canada for less than six months
- Original letter of Admission from the University of Guelph
- A list of any items that you may be sending separately

These documents and any cash or traveler’s cheques that you may have, should be kept in your carry-on luggage or on your person.

Spouses and Children of International Students

If you are bringing family members to live with you in Canada while you study, make sure they have the correct immigration documentation they need.

Your spouse and children will apply for the Temporary Resident Visa to join you in Canada. Minor children who are accompanying you may study in Canada without a study permit at the pre-school, primary and secondary levels. Your spouse is automatically eligible to apply for a work permit and can be employed both on- and off-campus. Information about obtaining a work-permit for your spouse or partner can be found on the Immigration, Refugees and Citizenship Canada website.

U.S. Visa

Citizens of most countries require a visa to enter the United States. If you intend to travel to the U.S., 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.

TIP!

It is a good idea to write down and keep the address of the place you are planning to arrive at (residence office or temporary accommodation) on you.
Booking a Flight

Both the Toronto (YYZ) and Hamilton (YHM) airports are approximately one hour away from Guelph but most flights land at the Pearson International Airport in Toronto. We recommend arriving by mid-August if you plan to live off-campus, so that you have time to find accommodation and get settled before classes begin.

If you plan to live on-campus, we recommend arriving on or by Tuesday, August 29, 2017 so that you can attend START International orientation.

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

U of G Airport Shuttle

We offer a shuttle service to the main Guelph campus for students arriving at Toronto Pearson International Airport (YYZ) on Tuesday, August 29, 2017 for a small fee. Register at uoguelph.collegiatelink.net/form/start/10457

Please note that this service is only available for U of G main campus.

Other Ways of Getting to U of G

If you will not be arriving on the day of the airport shuttle, Red Car Airport Service is the easiest way to get to Guelph from regional airports. Red Car will take you to your address in Guelph from Pearson International Airport in Toronto, Hamilton International Airport or Buffalo International Airport. Contact Red Car at redcarservice.com to make a reservation.

New undergraduate, graduate, and exchange students and accompanying family members are welcome to register for the Airport Shuttle.
“You’ll never regret choosing this place to study. The country and city are very welcoming to international students and there is something for everyone here. I encourage you to explore the diversity this place offers and enjoy experiencing Canadian culture.”

PAYAL SERAJUM MONIRA
from Qatar

*BSc Molecular Biology and Genetics*
GETTING AROUND IN GUELPH

Transit Fees

Without a valid student bus pass (e.g. For families of international students), exact change is required. Tickets are also sold at the Information Desk on the first floor of the UC by the bus loop.

Guelph Taxi Services

Canadian Cab
88 MacDonnell
519-824-3110

Red Top Taxi
77 MacDonnell
519-821-1700

Guelph Transit

The Guelph Transit buses operate throughout the week and weekends. The routes and times vary. To determine the best route and departure time, visit guelph.ca/transit

All undergraduate and graduate students pay a set fee for unlimited use of the Guelph Transit buses. The fee is paid with your tuition. Your student identification card is used as your bus pass — 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 and for graduate students are distributed by the Graduate Student Association. Look out for bus sticker distribution times at the start of each semester.

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.
DRIVING IN CANADA

Visitors

A visitor must be at least 16 years old and have a valid driver’s license from your own country 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 will also need automobile insurance coverage. If you plan to rent a car in Guelph, you must be over the age of 21 years old. For some rental companies, there is a surcharge for drivers aged 21 to 24 years old.

New Residents

You can use your current valid 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 mto.gov.on.ca/english/dandv/visiting.shtml

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. Use the public transport unless you really have need of a vehicle.
“I advise international students to get involved in the numerous activities at the university – outside of the classroom. This gives you the opportunity of cultural integration and development of strong interpersonal skills which is essential for career advancement.”

EMEKA OKEKE from Nigeria
MSc Chemistry
YOUR FAMILY

While you are busy with your academic life, your spouse and family members may feel isolated and lonely. Family members of students are welcome to join OIA activities throughout the year. Activities in Family Housing and the City of Guelph are other great resources to help spouses and families build community during their time in Guelph.

Registering Your Children in School

In Canada, children ages from 6 to 18 are required by law to attend school. There are two major school boards in Guelph, Upper Grand District School Board and Wellington Catholic District School Board. If you would like to enroll your child/children in school, please contact the school boards directly to get more information on the nearest schools and registration requirements.

If at least one of the parent has a valid study permit and is in Canada for a degree or certificate program, or has a work permit, then the child may qualify for international fee exemption. Please ask for more information when you speak with the school boards.

Upper Grand District School Board
Donna Frey
donna.frey@ugdsb.on.ca
519-822-4420 x 748

Wellington Catholic District School Board
generalinquiries@wellingtoncdsb.ca
519-821-4600

Child Care Services

In Canada, 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 Child Care and Early Years Act. 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 childcare 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 is suitable. If you are considering using a private individual for childcare, you are strongly encouraged to check references first.
Some international students and families may be eligible for Canada’s Child 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.

For more information visit cra-arc.gc.ca/bnfts/ccb/menu-eng.html

Childcare service available on-campus:
The University of Guelph Child Care and Learning Centre
125 Arboretum Road, Guelph, Ontario N1G 2W1
cclc@uoguelph.ca
519-824-4120 x 52682
uoguelph.ca/childcare

Childcare service close to campus:
The Campus Child Care Co-Operative of Guelph
2 South Ring Road West, Guelph, Ontario N1G 4Y2
kathy@campuschildcare.org
519-822-1280
campuschildcare.org
HEALTH INSURANCE

As an international student at the University of Guelph, you have health insurance plans that cover different types of medical care. The most common ones are the University Health Insurance Plan (basic health coverage) and Student Health Plan (extended health coverage).

University Health Insurance Plan (UHIP)

For all international students except Norwegian students, UHIP is compulsory. Please do not buy your own medical plan before reviewing your UHIP and Student Health Plan coverage.

UHIP is a basic health coverage and covers your visits to the doctor, lab tests, hospital services, some surgeries, and is a replacement for the provincial health-care plan.

Student Health Services is located on-campus, where students and their families can access 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 (by 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 afterhours walk-in clinic or in the emergency department of a hospital. Student Health Services bills UHIP directly for all services that are covered on the plan.

If you attend an afterhours walk-in clinic, you may be billed directly and have to make a claim to UHIP.

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 at the Hospital. For other health care issues use your family physician wherever possible. For more detailed information, visit uhip.ca

Graduate and undergraduate students will receive an email from Student Financial Services once registered for classes. This email will contain directions on how to print their UHIP card. The International Student Advisor can help advise you on this process. You will not be able to use medical services, even emergency services, without your UHIP card.

UHIP does not cover extended health costs.

Such as the cost of prescription drugs, dental, and vision care. Please see Student Health Plan (SHP) section for more information about your extended health plan.

UHIP for Family Members

You must enroll your spouse and children (dependents) with UHIP within 30 days of their arrival in Canada.

For more information or to enroll your dependents, contact the UHIP Administrator in Student Financial Services. accquest@uoguelph.ca
Student Health Plan (SHP)

In addition to UHIP, you have Student Health and Dental Plans, paid for in your student fees. This extended health plan covers a portion of the cost of prescription drugs, dental and vision care. If you have an alternative extended health coverage, you may be eligible to opt out from the SHP within a set time period. You must provide proof of your current coverage in order to apply for this exemption. Most international students do not have sufficient alternative extended health coverage in Canada, therefore, they are not eligible for this exemption.

Undergraduate and graduate students pick up their SHP card from the Students Benefits Plan Office in room 126 B, Level 1 of the University Centre or print at mystudentplan.ca. Visit the website for more information about your coverage.

Student Health and Dental Plans for Family Members

Students with families can also add their dependents to their Student Health and Dental plans for a fee. Contact the Student Benefits Plan Office in the University Centre for more information and deadlines.
HEALTH & WELLNESS

Student Health Services Clinic

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

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.

Walk-In Clinics in Guelph

Guelph has walk-in and “after-hours” medical clinics. The clinics are for people who have medical problems that may need immediate attention but that are not life-threatening. Walk-in clinics may not take UHIP, and you may need to pay between $30 and $50 for services. It is advisable to visit the clinic on-campus if you can. You can visit the on-campus clinic for referrals off-campus.

Urgent Care

If you or a family member has a serious accident or illness, this is an emergency and they must get to an emergency department as soon as possible.

Minor Emergency

Go with the sick person to the nearest Hospital. Enter through the Emergency entrance and tell the person at the desk inside what the emergency is. In Guelph, this service is available at the Guelph General Hospital at 115 Delhi Street.

You will need the sick person’s health card and remember that your UHIP card does not cover all services received at the hospital and you may be billed.

Major Emergency

Dial 911 on your telephone and tell the operator that it is an emergency. They will ask you questions that you must answer and they will send emergency personnel to your location. There will be a charge for all ambulance services that you are required to pay.

EMERGENCY CONTACTS

Please dial 519-824-4120 then one of the following extensions extension.

WHILE ON-CAMPUS
DIAL 52000

Campus Police (non-emergency)
x 52245

First Aid Response
x 58488

Campus Safewalk
x 53200

24-hr Residence Desk
x 58121

OFF-CAMPUS IN THE CITY OF GUELPH
DIAL 911

Police (non-emergency)
519-824-1212

Fire
519-824-3232

Ambulance
519-824-7100

Guelph General Hospital
115 Delhi Street
519-822-5350
Students have the option of living on-campus or 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 who apply by the June 1 deadline. Students can also rent rooms, houses or apartments in shared or single units off-campus. For more information visit housing.uoguelph.ca

**Undergraduate Student Residence**

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

→ East Residence
→ East Village Townhouses
→ Johnston Hall
→ Lambton Hall
→ Lennox Addington Hall
→ Maids Hall (Arts House)
→ South Residence
→ Watson Hall

**Move-In Day takes place on the Saturday before the Labour Day holiday.**

All new students will move in on the same day unless special arrangements have been made. You will receive information about your move-in day from Student Housing Services.

Students who register for and attend all three days of START International are allowed to move into their residence room with no additional costs starting from the day before the START International.

Students who are not attending START International can request to move in early. Permission will be granted on a case by case basis. If the request is approved, then students will be billed for every night from the night of their arrival until their assigned Move-In day.

resdesk@uoguelph.ca

**Living in Residence**

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

Please visit the following page to learn more about residence and how to apply. housing.uoguelph.ca/future-residents/how-apply

Bed linen is not automatically provided in residence. Contact residence desk staff to find out how you can obtain linen temporarily, if you won’t be able to purchase it the same day you arrive. There are many stores in Guelph where you can purchase personal supplies when you arrive.

**Graduate Student Residence**

The University of Guelph reserves some three-person townhomes near campus for use by graduate students. In addition, the University operates five houses designated as Graduate Houses near campus. Each house accommodate four to six people and the majority are a short walk from campus. To view these houses and their availability, go to the Student Housing Services website at 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.

Off-Campus Housing

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: $400 – $475
- One-bedroom apartments with private kitchen and bathroom (studio, basement and upper apartments): $600 – $970
- Two-bedroom apartments: $700 – $995
- Three-bedroom apartments: $975 – $1,275

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

Most off-campus housing in Guelph is often rented on 8- or 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.

The Off-Campus Living (OCL) office provides information about your rights and obligations as a tenant. If you need help finding off-campus housing, they may be able to assist you. However, it is your responsibility to find and secure a place to live. The OCL is open Monday to Friday from 8:30am – 4:30pm in the University Centre Level 1. To contact, call 519-824-4120 x 53357 or email ocl@uoguelph.ca. You can view listings in Guelph at places4students.com and search Guelph. For more resources and questions concerning living off-campus and landlord-tenant issues visit studentlife.uoguelph.ca/information/rental-living

Check out the CSA Guide to Tenancy to learn more about your rights and responsibilities as a renter in Canada visit csaonline.ca/campaigns/tenancy

The College Avenue Family Housing community is located at 78 College Avenue West. It consists of 200 units: 68 two-bedroom townhouses, nine two-bedroom apartments, 119 one-bedroom apartments, four units available for students with physical disabilities.

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

thecannon.ca is a popular place for students to find off-campus housing as well as textbooks.

Additionally, the Guelph Campus Co-op operates affordable lodging houses and apartment buildings below conventional market rates, with environmental initiatives such as solar heating. Visit their website guelphcampus.coop/housing
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 bylaws that are community standards for living, which include regulations on noise, vehicle parking, property maintenance and garbage disposal.

For more information, visit [guelph.ca](http://guelph.ca)

**Off-Campus Early Arrival**

If you will not be living on-campus during the school year you can arrange for temporary accommodation before finding a place for the year. Accommodation is available at Bed and Breakfasts (a less expensive option) and at hotels near the University.

**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. 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. 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. These can be found at electronic stores such as The Source in Stone Road Mall, or at department stores like Walmart near campus.
ARRANGING PHONE & INTERNET SERVICES

If you live off-campus, in grad houses or in family housing, you’ll need to arrange to have phone and internet services connected. There are many home phone companies in Ontario such as Bell, Rogers, Telus, and more. It is best to do research on packages offered by these companies before choosing a certain one.

Students living on-campus will also need a cellphone as there are no phones in residence rooms.

To set up telephone services, visit the websites of the specific company. You can arrange for the service in person by visiting the company’s booth or stores located at the following locations.

<table>
<thead>
<tr>
<th>Stone Road Mall</th>
<th>BestBuy Canada</th>
</tr>
</thead>
<tbody>
<tr>
<td>435 Stone Road West</td>
<td>151 Stone Road West</td>
</tr>
<tr>
<td>Guelph, Ontario</td>
<td>Guelph, Ontario</td>
</tr>
<tr>
<td>N1G 2X6</td>
<td>N1G 5L4</td>
</tr>
<tr>
<td>stoneroadmall.ca/stores</td>
<td>bestbuy.ca</td>
</tr>
</tbody>
</table>

If your cell phone is unlocked, you can bring it to use in Canada.

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.

During the first day of START International, volunteers will be able to take you to the mall and assist with the setup of cell phone and bank account.
“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.”

SAHAN RANAMUKHAARACHCHI
from Sri Lanka
Graduate of Food Science
FINANCES

Currency in Canada

The official currency in Canada is the Canadian dollar. There are different denominations from the coins (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 but this is not common and you will not receive the best exchange rate.

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, 519-763-7330. Global Currency Services will change most currencies including coins, where some banks may not accept all currencies for exchange.

Transferring Funds to Canada

It’s a good idea to bring money for your first few days in Canada, before you set up a bank account. You are allowed to carry up to $10,000 in cash, securities and other means, such as traveler’s cheques. However, as soon as you arrive, you should try to set up an account. See Banking in Canada section on page 31 for more information on how to open a bank account.

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. Many of these have other branches in Guelph. You can check their website to find one that is closest to you.

<table>
<thead>
<tr>
<th>Bank of Montreal</th>
<th>Scotiabank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stone Road Mall</td>
<td>Stone Road Mall</td>
</tr>
<tr>
<td>519-836-7400</td>
<td>519-823-2744</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RBC</th>
<th>TD</th>
</tr>
</thead>
<tbody>
<tr>
<td>987 Gordon Street</td>
<td>496 Edinburgh Road South</td>
</tr>
<tr>
<td>519-821-5610</td>
<td>519-821-2200</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CIBC*</th>
</tr>
</thead>
<tbody>
<tr>
<td>374 Stone Road West</td>
</tr>
<tr>
<td>519-824-6520</td>
</tr>
</tbody>
</table>

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

Coins have different names for each denomination. 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 twoonie.

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, Ontario
N1H 6K9
519-766-6400

Transit # 00052
Account # 8774315
Swift Code: “CIBCCATT”
CIBC Institution Number: 010

Ensure that the student name and ID number is included.

uoguelph.ca/registrar/studentfinance/fees/payment_wire
Visit Student Financial Services for details on your fees. uoguelph.ca/registrar/studentfinance

Estimated Costs in Canada

Here is a general guide of how much you can expect to spend during your first semester. The following estimate is based on the fall 2016 tuition fee amount.

<table>
<thead>
<tr>
<th>Expenses Per Semester*</th>
<th>Estimated Minimum</th>
<th>Estimated Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room and Board</td>
<td>$3,200</td>
<td>$5,000</td>
</tr>
<tr>
<td>Minimum: Shared</td>
<td></td>
<td></td>
</tr>
<tr>
<td>accommodation off-campus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>starting at $550/month plus $250/month in food</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maximum: single</td>
<td></td>
<td></td>
</tr>
<tr>
<td>accommodation at $750/month plus $500/month in food</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Textbooks and Supplies</td>
<td>$640</td>
<td>$800</td>
</tr>
<tr>
<td>Clothing</td>
<td>$300</td>
<td>$600</td>
</tr>
<tr>
<td>Transportation**</td>
<td>$200</td>
<td>$500</td>
</tr>
<tr>
<td>Lifestyle and Personal Costs</td>
<td>$300</td>
<td>$400</td>
</tr>
<tr>
<td>(entertainment, eye glasses, minor repairs, etc.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SUBTOTAL (cost of living)</td>
<td>$4,640</td>
<td>$7,300</td>
</tr>
<tr>
<td>Tuition and Fees:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Undergraduate – 1 semester</td>
<td>$11,000</td>
<td>$13,700</td>
</tr>
<tr>
<td>INTERNATIONAL UNDERGRADUATE STUDENT TOTAL</td>
<td>$15,640</td>
<td>$21,000</td>
</tr>
<tr>
<td>Tuition and Fees:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Graduate – 1 semester</td>
<td>$7,000</td>
<td>$9,000</td>
</tr>
<tr>
<td>INTERNATIONAL GRADUATE STUDENT TOTAL</td>
<td>$11,640</td>
<td>$16,300</td>
</tr>
</tbody>
</table>

* Per semester estimation based on 2016 single, regular full time international undergraduate (non-professional) and graduate students. Fees listed are listed per semester. Most undergraduate students attend Guelph for 2 (Fall & Winter) semesters per year while most graduate students attend Guelph for 3 (Fall, Winter & Summer) semesters per year. Estimate includes compulsory fees such as University Health Insurance Plan but excludes meal plans, residence and parking.

** All full time students get a bus pass for travel within Guelph. Fees for the bus pass are included in your tuition and incidental fees. This estimate is based on student’s travelling by other means outside of the city.

*** For students bringing family members, the costs for room and board, clothing, transportation and personal costs must be adjusted accordingly.

These costs are estimates and should be used only as a guideline. The costs incurred by a student may vary depending on many factors including, but not limited to, your lifestyle, whether you are supporting family members, and the program to which you are admitted. All costs are estimated in Canadian dollars. To budget for future years, anticipate a cost increase of 10% each year.
Be proactive by checking the University of Guelph scholarships. uoguelph.ca/registrar/studentfinance

Native American or First Nations students from the U.S., and possess a tribal identity or status card are eligible to pay domestic tuition rates. Please contact the Aboriginal Resource Centre (ARC) for further details. arc@uoguelph.ca

Banking in Canada

Setting Up a Bank Account
You will need to take the following documents with you in order to open a bank account:

→ Your passport or Birth Certificate
→ A second piece of identification
→ Some money to deposit
→ Guelph Student ID

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

Additional Ways to Finance Your Study

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.

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 present time. It will be necessary for you to locate an alternative source of funding for your post-secondary studies.

Undergraduate students are encouraged to use the “Undergraduate Award” search tool on the Student Financial Services website for specific awards that may apply to them. The International Student Advisor can assist you with finding scholarships.

For graduate students, many scholarships target specific programs or research interests, so it is important to carefully review the full list of current scholarships. Refer to uoguelph.ca/graduatestudies/current/forms for the forms and documents that you need in order to learn more about and start this process.

Graduate Awards and Financial Assistance
Financial assistance may be available to graduate students in several forms and combinations. These may include employment, research or teaching assistantships, scholarships and bursaries.
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 “Undergraduate Award” search tool on the Student Financial Services website for specific awards that may apply to them. Visit uoguelph.ca/registrar/studentfinance/apps/awards.

→ Graduate students are encouraged to refer to Graduate and Post-Doctoral Studies for relevant scholarships. Many scholarships target specific programs or research interests, so it is important to review the full list of scholarships.

→ 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.

→ There are deadlines throughout the year. Be sure to pay attention to the deadlines when applying for in-course scholarships.
WORKING IN CANADA

On-Campus

There are two types of on-campus work: work-study and all other hourly paid jobs. International students are ineligible for work study until they are in Canada for 1 year, but there are other opportunities to work on-campus. Many hourly paid positions are advertised through an office’s social media page, or applicants can contact them directly to see if jobs are available. CECS can help you navigate employment opportunities on-campus. ([www.recruitguelph.ca](http://www.recruitguelph.ca))

Off-Campus

You must continue to meet the conditions of your study permit in order to remain eligible for off-campus work. Please pay attention to the working boundaries stated on your study permit and adhere to them. Visit the Immigration, Refugees and Citizenship Canada at [cic.gc.ca/english/study/work-offcampus.asp](http://cic.gc.ca/english/study/work-offcampus.asp) for more specific information about working off-campus.

Social Insurance Number (SIN)

A SIN allows an employer to pay you while informing the Canadian Revenue Agency of the amount of money a person earns. You apply for a SIN in person at Service Canada. To get a SIN, you will need a valid study permit that includes statements such as, “may accept employment,” and your passport. Visit Service Canada at [servicecanada.gc.ca/eng/sin/employers/contract.shtml](http://servicecanada.gc.ca/eng/sin/employers/contract.shtml) for more information.

Co-Op Work Permit

→ International students who are in co-op programs need to have co-op permit prior to being given access to the job search semester

→ Students will receive a verification letter to be included in their co-op work permit application

→ Study permits do not cover co-op work terms. Students must secure a co-op work permit. For more information visit [cic.gc.ca/english/study/work-coop.asp](http://cic.gc.ca/english/study/work-coop.asp)
“Guelph is ‘notoriously’ known for making people fall in love with it! I love the community feel that I get on-campus and in the city. It didn’t take me long before I started referring to it as ‘my home.’”

PALLAK ARORA
from India

*MSc Capacity Development and Extension*

YOUR NEW HOME
DAILY LIFE

Living in Canada

Canada is a multicultural society. Except for the Indigenous peoples of Canada, many Canadian citizens are new Canadians, or second, third and fourth generation Canadians from somewhere else in the world. As a country, we celebrate and embrace this diversity. International students should feel “at home” in Canada and in the City of Guelph.

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.

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.

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.

Familiarize yourself with Canada’s history and culture.

Canada’s Natural History Society
canadashistory.ca

The Canadian Encyclopedia
thecanadianencyclopedia.com

To find out the weather for the day, visit:

Environment Canada
weather.gc.ca

Weather Network
weather.ca

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

Before You Arrive in Guelph
Things to do a few weeks before you leave:

» Ensure you have a valid passport issued by your government

» When you obtain your acceptance letter from Guelph, apply for your study permit and Temporary Resident Visa as soon as possible

» Find a place to live (residence/temporary accommodation)

» Begin off-campus housing search. If you need to find off-campus housing, visit the Off-Campus Living Housing Office website for accommodation listings and advice, studentlife.uoguelph.ca/information/rental-living

» Book your flight

» Purchase travel insurance for your flight to Canada

» Set up your gryphLife.ca account

» Register for START International orientation (Undergrad). uoguelph.collegiatelink.net/form/start/10391

» Register for Welcome Dinner (undergrad and grad)

» If applicable, pack a transformer (electrical outlet adaptor) for appliances. You can also purchase this in Canada

» Pack warm clothes. If you do not possess any, you can purchase this in Canada

» Exchange currency — it’s a good idea to have some Canadian money when you arrive here

» If applicable, ensure that you have researched any medications that you take regularly to find out what their equivalent or English name is in Canada

» If you are a new student with a disability and require accommodation, make sure to register with Student Accessibility Services by June 15. wellness.uoguelph.ca/accessibility/audience/new-university-guelph
Before You Leave Home for the Airport
Be sure to do/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 custodian (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
→ Travel insurance
→ Money for the bus or shuttle from the airport to Guelph. You may use a credit card for Red Car Service
→ Know the address of the place you are planning to arrive at (residence office or temporary accommodation)
→ Pack snacks
DIRECTORY
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 directory on the University of Guelph homepage at uoguelph.ca/directory.

**Student Life**

- **Chroma Project**
  - chroma@uoguelph.ca
  - x 58686
- **Conversation Partners**
  - convpart@uoguelph.ca
- **International Student Advisor**
  - sagerm@uoguelph.ca
  - x 53954
- **Multi-Faith Resource Team**
  - faith@uoguelph.ca
  - x 58909
- **Off-Campus Living**
  - ocl@uoguelph.ca
  - x 52214
- **Student Transition Office**
  - ontrack@uoguelph.ca
  - x 52498

**Other Resources**

- **Co-Operative Education & Career Services (CECS)**
  - recruit@uoguelph.ca
  - x 52323
- **Counselling (personal)**
  - counsell@uoguelph.ca
  - x 53244
- **Expresses Centre (meal cards)**
  - express@hrs.uoguelph.ca
  - x 52822
- **Family Housing**
  - housing.uoguelph.ca/fh
  - x 58700
- **International Student Organization**
  - iso@uoguelph.ca
- **Office of Graduate and Postdoctoral Studies (OGPS)**
  - gradonln@uoguelph.ca
  - x 56737
- **Student Accessibility Services**
  - accessibility@uoguelph.ca
  - x 56208 / x 58502
- **Student Financial Services**
  - accquest@uoguelph.ca
  - x 58715
- **Student Health Services**
  - wellness.uoguelph.ca/sws
  - x 52131
- **Student Housing Services**
  - housing@uoguelph.ca
  - x 58701
- **Undergraduate Program Services**
  - ups@uoguelph.ca
  - x 58731
- **University Police**
  - uoguelph.ca/police
  - x 52245