Memorial University of Newfoundland International Student Handbook 2015-2016

Hello and welcome!
The International Student Advising (ISA) Office provides services to help international students adjust to university life. This guide contains information to help you – from those first few days on campus and throughout your university career. Please drop by our office any time!
We are located in Corte Real, Room 1000A.

NOTE: *The information provided in this handbook is accurate as of June 2015, however, the content is subject to change.*

International Student Advising Office
Memorial University of Newfoundland
2015

Welcome to Memorial University!

The mission of the International Student Advising (ISA) office is to coordinate on-campus services for international students in areas such as, but not limited to: settlement, immigration, health insurance, income tax, housing, and social integration. Our team of international student advisors looks forward to meeting you:

- ✓ **Juanita Hennessey** is the Manager (acting) and the Outreach Coordinator of the ISA office. Juanita is available to meet with students, one-on-one to discuss personal or financial issues. She also coordinates our weekly social groups: Discussion Group occurs every Wednesday from 4:00 – 5:00 and Coffee Club takes place on Fridays from 3:00 – 5:00. You do not need to register for these groups in advance and everyone is welcome!

- ✓ **Ying Zhang** is the International Student Advisor responsible for health insurance. Memorial requires all students to have 100% health insurance coverage and you can meet with Ying to discuss your personal eligibility and options. Ying is also responsible for immigration referrals.

- ✓ **Valeri Pilgrim** is responsible for the Arrivals Program (including Airport Pick-up) and Off-Campus Housing. If you have issues with a roommate or landlord, would like more information about being arrivals assistant, or are having difficulty locating a home you should speak with Valeri. Valeri also runs the Tax Program and will coordinate sessions to help you properly complete your income tax returns.

- ✓ **Jeremy Reynolds** is the International Student Career Advisor. He can assist you with on and off-campus employment, work permit inquiries, résumé development, and interview skills. Jeremy can also provide you with information about career programs designed specifically for international students.

- ✓ **Julia Hiscock** is the International Student Transitions Program Coordinator. She is responsible for coordinating volunteers within the ISA office and she coordinates the MUN Mentors program. The MUN Mentors program matches new international students with upper-year students at Memorial and it's is a great way for you to get involved in campus life and make great friends! If you are interested in gaining volunteer experience or if you think that you would benefit from a peer mentor you should speak with Julia.

- ✓ **International Families Coordinator** will meet with you if you are an international student with a family. The coordinator can provide you with helpful information regarding childcare, community services and events.

- ✓ **Culture-to-Community (C2C) Program Coordinator** runs the Culture-to-Community Program where volunteers travel to elementary and primary schools in Newfoundland to present to young children about their home culture. In many cases, these young children will also present to you about growing up in Newfoundland.

Our office is open weekdays from 9:00 am – 1:00 pm and 2:00 pm - 5:00 pm (closing at 4:30 from June 1 – September 4, 2015). You are always welcome to come in and see us, but you may also book an appointment with a specific advisor, if necessary.
We wish you the very best in your studies,
ISA Staff

International Student Advising Office Contact Information

Front Desk/General Inquiries	(709) 864-8895	isa@mun.ca
Juanita Hennessey (Acting Manager)	(709) 864-6165	jhenness@mun.ca
Ying Zhang (Health Insurance)	(709) 864-7278	yingz@mun.ca
Valeri Pilgrim (Arrivals and Off-campus Housing)	(709) 864-2170	vpilgrim@mun.ca
Jeremy Reynolds (Careers)	(709) 864-8167 /7991	reynoldsj@mun.ca
Julia Hiscock (MUN Mentors and Volunteering)	(709) 864-8671	j.hiscock@mun.ca
Culture-to-Community Coordinator	(709) 864-7505	isa@mun.ca
Family Program Coordinator	(709) 864-7505	isa@mun.ca

1. Checklist for New Students

As you get these tasks completed, check them off by placing a check mark (√) in the box**.** For more detailed information on how to complete these tasks, refer to the expanded checklist on page 5, as well as supporting information throughout this handbook.

√ **Email or call your family**	☐
√ **Check in at the ISA Office**	☐
√ **Find housing**	☐
√ **Update your address with the university**	☐
√ **Register for your courses**	☐
√ **Write the English Placement Test (EPT) (if applicable)**	☐
√ **Write the Math Placement Test (MPT) (if applicable)**	☐
√ **Get your MUN ID card**	☐
√ **Register for MCP (Medical Care Plan)**	☐
√ **Open a bank account**	☐
√ **Pay your fees**	☐
√ **Familiarize yourself with campus**	☐
√ **Buy your books**	☐
√ **Buy the things you need**	☐
√ **Get internet access or telephone service**	☐
√ **Explore the St. John's transportation system**	☐
√ **Take a tour of St. John's**	☐
√ **Learn about Canadian culture and adjusting to your new environment**	☐
√ **Learn about the Canadian tax system**	☐
√ **Get a Newfoundland ID card or driver's license (optional)**	☐
√ **Get a Social Insurance Number (SIN) (if applicable)**	☐
√ **Learn about important semester and holiday dates**	☐
√ **Friend us on Facebook**	☐

2. Checklist for Your First Few Days

√ Email or call your family

Your family and friends will want to know you arrived in Canada safely. You are welcome to use the phone and computers at the ISA Office, Corte Real, Room 1000A, or the computers at the QEII Library.

√ Check in at the ISA Office

All new international students are required to check in at the ISA Office, Corte Real, Room 1000A. Please bring your passport and immigration documents with you. When you visit the ISA, you will receive information about our many programs and services, including immigration, health insurance and employment. Read about them on page 12.

√ Find housing

If you haven't done so already, you will need to find somewhere to live.

On-campus housing is managed by the Housing Office, Hatcher House, Room 313 with the exception of Feild Hall, a graduate student residence managed by the Graduate Student Union (GSU), Feild Hall, Room 2007.

Off-campus housing assistance is provided by the ISA, Corte Real, Room 1000A and the Off-Campus Housing Office, Hatcher House, Room 321. To read about living off campus and searching for off-campus accommodations, see page 13.

For contact information for the Housing Office and Off-Campus Housing Office, see page 13. For contact information for the GSU, see page 68.

√ Update your address with the university

You can update your address and contact information through your student account using the Memorial Self Service, which you can access directly off the main Memorial web page, www.mun.ca

√ Write the English Placement Test (EPT) (if applicable)

All undergraduate and graduate students beginning a program at Memorial University for the first time, who were required to provide proof of English proficiency such as a TOEFL or IELTS score, must take the EPT. The EPT is scheduled at the beginning of every semester. For information about writing the EPT, contact the English as a Second Language Office (ESL). For contact information for ESL, see page 67.

√ Write the Math Placement Test (MPT) (if applicable)

The MPT is used to determine knowledge of mathematical skills required for entry into various math courses and some programs. You must register for the MPT online through your Memorial Self Service, which you can access directly off the main Memorial web page www.mun.ca. For information on the MPT, contact the Department of Mathematics and Statistics, www.mun.ca/math.

√ **Register for your courses**

You can register for your courses and manage your student account using the Memorial Self Service, which you can access directly off the main Memorial web page: www.mun.ca. If you are having difficulty registering, you can visit the following offices:

If you are an ***undergraduate student***, the Academic Advising Office, Science Building, Room 4053, can provide you with advice on which courses to take to meet your degree requirements. For contact information for the Academic Advising Office, see page 65.

If you are a ***graduate student***, make sure you follow the steps on http://www.mun.ca/sgs/newstudents/index.php. If you have any questions, contact the School of Graduate Studies, Bruneau Centre for Research and Innovation, Room 2012. For contact information for the School of Graduate Studies, see page 70.

If you are an ***ESL student***, you must register with the ESL Office, Spencer Hall, Room 3019. For contact information for ESL, see page 67.

√ **Get your MUN ID card**

Your MUN ID gives you access to the QEII Library, computer labs and various services on campus. To get your ID card, visit the Answers office in the University Centre, Room 3005. For contact information for Answers, see page 65.

√ **Register for MCP (Medical Care Plan)**

MCP is free medical care insurance provided by the Government of Newfoundland and Labrador. Some but not all international students will be eligible for this medical care coverage. If you are eligible, you should apply after you arrive by visiting their office at 45 Major's Path. For information on eligibility and how to apply, see page 32.

√ **Open a bank account**

There are banks located near the university. You may need to make an appointment in advance. For information about banks in the city and which documents to bring with you to open an account, see page 35.

√ **Pay your fees**

Your fees are generally due at the beginning of each semester. You can pay your fees through online banking if you add Memorial University as a payee and use your student number as your account number. Alternatively, you can pay your fees at the Cashier's Office, Arts and Administration Building, Room 1023. For contact information for the Cashier's Office, see page 66. Methods of payment are outlined here:
http://www.mun.ca/regoff/registration/after/tuition_fees.php#methods

If you are a graduate student and you are receiving funding, you can arrange for payroll deduction with the School of Graduate Studies, Bruneau Centre for Research and Innovation, Room 2012. For contact information for the School of Graduate Studies, see page 70.

√ **Familiarize yourself with campus**

It is important to familiarize yourself with the buildings and services on campus so that you know how to get to your classes on time and find supports when you need them. The best way to familiarize yourself with campus is to attend orientation. For information on Memorial's orientation, go to www.mun.ca/orientation. Outside of the main orientation, a separate orientation is generally organized for graduate students by the School of Graduate Studies. For contact information for the School of Graduate Studies, see page 70. A separate orientation is also organized by the ESL office for ESL students. For contact information for the ESL office, see page 67.

You can also request a tour of campus from the Office of Student Recruitment by completing their online request http://www.mun.ca/undergrad/campustours/tour_request.php . For a campus map, see page 73. For a listing of services available at the university, see page 65.

√ **Buy your books**

Students are advised not to buy their books until they have attended their first class. During your first class, your professor will let you know which book(s) he or she requires you to use. Books will differ by course and by instructor. Books can be purchased through the Memorial University Bookstore, University Centre, Room 2006. Used textbooks can be purchased from students who will advertise through posters around campus or on the classified section of my.mun.ca. For contact information for the Bookstore, see page 66.

√ **Buy the things you need**

You may need to purchase clothing and household supplies. To find out places to shop, see page 36 for a listing of retailers as well as suggestions of things you might need.

√ **Get Internet access or telephone service**

To stay in touch with family and friends and to assist you in your studies, you may wish to get internet access or purchase telephone service for your home. There are retailers located in Avalon Mall, Stavanger Drive and Village Shopping Centre areas. For more information, see page 40.

For free wireless internet access on campus, you will need to visit the QEII Library to get set up. If you live on campus, you can visit Hatcher, Room 313 to get set up. There are also many computer labs on campus which you can use, but you will need to visit the library to set up your account.

√ **Explore St. John's transportation system**

There are many ways to get around the city including taking the bus, calling a taxi or driving. For more information on transportation, see page 43.

√ **Take a tour of St. John's**

To help you accomplish many things on your checklist, you will want to become familiar with the city. On pages 74-79 you will find maps of the city.

√ **Learn about Canadian culture and adjusting to your new environment**

There are many things to learn when you move to a new country. The ISA can help answer any questions you might have or help you through a difficult time. For more information on topics such as weather, getting involved with student groups on campus, the Canadian classroom, dating, etc., see page 46.

√ **Learn about the Canadian tax system**

As an international student, you will pay taxes on goods and services you buy as well as on income you make. You are required to file a tax return every year. Filing a tax return might make you eligible to receive money back on the taxes you pay to the Government of Canada. For more information, see page 54.

√ **Get a Newfoundland ID card or driver's licence (optional)**

If you choose to drive as a mode of transportation, you will require a driver's licence from the province of Newfoundland and Labrador.

You may wish to have a Newfoundland ID Card as an alternative form of government issued ID from your passport.

For either of these IDs, you will be required to go to the Department of Government Services, Motor Registration Division. For more information, see page 45.

√ **Get a Social Insurance Number (SIN) (if applicable)**

A SIN is issued by the Government of Canada and is used to track and receive income. International students are eligible to get a SIN. To apply for a SIN, you will need to visit the Service Canada Office. For more information, see page 23.

√ **Learn about important semester and holiday dates**

For information about deadlines to pay fees, midterm breaks and other important semester dates, see page 59 or visit http://www.mun.ca/regoff/calendar/sectionNo=GENINFO-0086.

For information about holidays and events celebrated in Canada, see page 59.

√ **Friend us on Facebook and Twitter**

To stay in touch with the ISA and learn about upcoming events, friend us on Facebook. Our profile name is MUN ISA. You will also find us on RenRen- search 纽芬兰纪念大学 SGS, or on Twitter @Memorial_INTL

3. ISA Programs: Get Involved

Social Activities

We have a social room next to our office which is for both Canadian and international students' use. Relax with our staff at weekly **Coffee Clubs** (every Friday 3 - 5 p.m.; summer hours 3 - 4:30 p.m.) and **Discussion Groups** (every Wednesday 4 - 5 p.m.; summer hours 3:30 - 4:30 p.m.). Come in and meet new people, play games or just hang out. See page 11 for your special invitation.

Throughout the fall, winter and spring semesters, our office organizes off-campus excursions. Examples of these activities are sliding, mini golf, boat tours, hikes, berry picking, picnics and trips to the beach. These events are communicated to students via the international student listserv. If you are not receiving these emails, please email isa@mun.ca to request your email address be added.

Family Program

If you are here with your family, you can participate in the Family Program which includes social activities and other supports. Information about family events and services will be sent to you via the international student listserv. If you are not receiving these emails, please email isa@mun.ca to request your email address be added. To learn more, visit the ISA Family Program Coordinator. For information for families, see page 24.

Arrivals Program

The Arrivals program is for new international students and provides you with information on preparing for your arrival including an airport reception program. For information on this program, you can speak to the ISA Housing and Arrivals Coordinator or visit our website, www.mun.ca/isa.

MUN Mentors

The ISA runs a mentorship program which helps match you with peer volunteers to assist you with settlement. For information on this program, visit the ISA office and speak to the Transition Programs Coordinator or visit our website, www.mun.ca/isa.

International Student Video Project

The ISA has developed a series of videos designed for you to learn about the campus and the city. Topics for videos include housing, ISA family program and the classroom experience. To view these videos or find out more about the project, visit our website www.mun.ca/isa/involved/ISVP.php.

Holiday Hosting
During the Christmas season, you have the opportunity to share a meal and spend some time with a local family through the Holiday Hosting Program. Information about this program is available on our website. In the fall semester, we will send an email out on the international student listserv inviting you to participate. If you are not receiving these emails, please email isa@mun.ca to request to be added to the list.

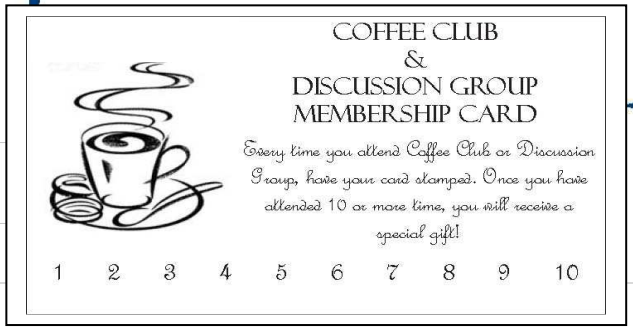
Professional Skills Development Program (PSDP)
This program helps to prepare you for professional employment in Canada. The program takes place once a week and covers themes of communication, culture, volunteering and interactive professional skill development. For information on this program, visit our website www.mun.ca/isa/employment/psdp.php.

Culture-to-Community Program
Culture-to-Community aims to increase intercultural understanding and respect for cultural difference throughout Newfoundland and Labrador. It does so by linking Memorial University students of diverse backgrounds with classrooms around the province. For information on this program, visit our website www.mun.ca/isa/culture2community.

International Craft Market and the Spirit Parade
Several times during the year, we organize campus-wide events to promote Memorial's multicultural community. These include the International Craft Market (a craft sale) and the Spirit Parade. You will receive notification of these events via the international student listserv. If you are not receiving these emails, please email isa@mun.ca to request to be added to the list.

Join us for Discussion Group every Wednesday from 4 to 5pm in ISA Social Room.

Join us for Coffee Club every Friday from 3 to 5pm in ISA Social Room.



Cut out this Membership card and bring it with you to Coffee Club and Discussion Group. After 10 visits in one semester you will get a prize

4. ISA Services: What We Offer

Immigration Information

The ISA can direct you to the appropriate sources to get help on renewing your study permit, applying for a Canadian entry visa and applying for a work permit. For more information about these immigration documents, see page 17.

Health Insurance Administration and Advising

The ISA administers a foreign health insurance plan which you are automatically enrolled in upon registration. The ISA can also help you apply for other forms of health insurance such as the provincial Medical Care Plan (MCP) and help you understand the Canadian health care system. For information about your foreign health insurance policy and other forms of insurance including MCP, see page 30.

Employment Advising

The ISA Career Advisor can help answer your questions about work opportunities on and off campus, how to prepare a good résumé and develop interview skills. For information visit our website, www.mun.ca/isa/employment, or drop by to see the ISA Career Advisor. For employment information, see page 20.

Off-Campus Housing Assistance

The ISA can help you with the information on searching for off-campus housing. We can also answer questions about your rights and responsibilities as a tenant, landlord regulations and roommate problems. Visit our website, www.mun.ca/isa/housing or drop by to see the ISA Housing and Arrivals Coordinator. For more information about finding housing, see page 13.

Tax Assistance

In March and April every year, the ISA provides assistance to international students to file their income tax. For more information on this and understanding the Canadian Tax System, see page 54.

Academic, Personal or Financial Advising

If you are experiencing any challenge related to academic, personal or financial matters, the ISA Outreach Coordinator can help. Drop by to see the ISA Outreach Coordinator or email isa@mun.ca to book an appointment.

4.1 Find Housing

In this section you will read about your housing options: living on-campus, living off-campus and temporary accommodations.

Living on Campus
On-campus housing is the responsibility of Student Residences. You can visit their office in Hatcher House, Room 313, call them at 864 7590, email them at housing@mun.ca or visit their website at www.mun.ca/hfcs. If you are a graduate student, you also have the option to live in Feild Hall which is a residence managed by the Graduate Student Union (GSU). For information on Feild Hall, drop by their office on the second floor of Feild Hall, call 864 4383, email residence@gsumun.ca, or visit their website at www.gsumun.ca. If you want to live on-campus, you need to apply early; in some cases, two semesters in advance.

Living off Campus
If you wish to live off campus, it is your responsibility to contact rental properties and make the necessary arrangements. The ISA as well as the Off-Campus Housing Office can help you.

The ISA can provide you with a listing of available properties, direct you to websites where you can look for housing, answer questions related to your search, as well as answer questions related to living off campus, living with roommates and issues with landlords. If you are living off campus or you are thinking of living off campus, you should read the International Student Off-Campus Guide which is published by the ISA. The guide is available online www.mun.ca/isa/housing, or you can request a copy by visiting the ISA office.

The Off-Campus Housing Office, located in Hatcher House, Room 320, can provide you with a list of rental properties and support you throughout your search. They also organize events for students living off campus. You can contact them by visiting their office, calling 864 3765, emailing och@mun.ca or visiting their website at www.housing.mun.ca/och.

Tips on Searching for Off-Campus Housing

1. Where to look?
   You can use the following websites to search for an accommodation:
   - www.housing.mun.ca/och
   - stjohns.kijiji.ca
   - Try our exclusive landlord listing list at www.mun.ca/isa/housing/step_search_where.php
   - You can also check out The Telegram newspaper
2. Decide what accommodation suits you best
   - Consider whether heat, light, cable, telephone, internet access and furniture are included in your rent or if you are responsible to pay additional costs for utilities (refrigerator and stove are usually included).
   - P.O.U. means pay own utilities.

3. Call landlords to request a viewing
   - View at least three places so you can compare.
4. Make an agreement
   - A lease or fixed-term agreement covers a fixed amount of time – 6, 8, or 12 months. You are responsible for payment for the entire term of the lease. You can sublet the room to someone else with the landlord's permission.
   - A rental agreement is sometimes a month-to-month agreement, so if you want to leave you should give a notice of one full rental period.
   - However, the landlord must give you three months' notice to terminate the agreement.
   - If you share a kitchen and bathroom with the homeowner, it is a boarding arrangement and not a standard rental agreement. Disputes will be handled through Small Claims Court.
   - Put all agreements in writing.
   - Ask your landlord for their telephone number and full mailing address including the postal code. Keep in mind that the landlord is required to give you this information.
   - When paying your landlord always request a receipt. Keep these receipts as they are for your own records.
   - You are expected to pay the first month rent and a security deposit, which is equal to or less than three-quarters of your first month's rent.
   - Security deposit is ***your*** money that the landlord will keep until you move out. This is to cover the cost of any damages you or your guest(s) might inflict on the property. When you move out, you and your landlord decide together how the deposit will be disbursed.
5. Move in
   - Take pictures or a video to keep a record of the accommodation's condition
   - Use the off-campus condition status form, available on the Government of Newfoundland and Labrador's website, www.gs.gov.nl.ca/landlord/condition_report.pdf.
6. Take care of your place
   - You are responsible to clean up regularly.
   - Garbage is collected once per week. Thus, you need to store garbage inside or outside in sealed garbage can(s). You should bring out the garbage only on the morning of collection day and place it near the sidewalk. To find out when the garbage collection day is in your area, check the following website or ask your landlord. http://www.stjohns.ca/living-st-johns/city-services/garbage-and-recycling.
   - Recycling is picked up once every two weeks. Garbage and recyclable materials must be kept separate. For information on the St. John's recycling program, visit www.curbitstjohns.ca.
   - You are responsible for damages caused by you or your guest(s). Report repairs to your landlord. If repairs are not completed in a reasonable time, you may make a formal request for repairs by contacting the Residential Tenancies Division.

- Below is a simple list of emergency numbers:
  - Emergency: 911
  - Police (non-emergency): 729 0950
  - Fire Department: 722 1234

7. Need assistance with your housing issues?
   - Contact the ISA housing coordinator by email, isa@mun.ca or by telephone at 864 2170.
   - If you have a question about formal terms of your agreement or you do not understand part of your contract, you can call the Residential Tenancies Division at 729 2610. You can find a copy of the Residential Tenancy Act at www.assembly.nl.ca/legislation/sr/statutes/r14-1.htm.
8. Moving Out
   - Clean up your place before you move out (this includes the refrigerator, stove, carpets, etc.). The apartment should be as clean as it was when you moved in.
   - Take pictures or a video of your house before you give the keys back to your landlord.

Temporary Housing

International students who have not yet arranged permanent housing in St. John's must book temporary housing. This includes students whose applications for on-campus housing have been waitlisted. It is your responsibility to book. Temporary housing in St. John's may be booked by the night, week or month depending on the facility. You may use our list of facilities below.

Nightly Temporary Housing Options

- Accommodations under $100/night

Extended Stay Hotel Tel: 754 7888 Nightly, weekly and monthly options	Hillview Terrace Suites Tel: 754 9822 Nightly, weekly and monthly options
City Hostel Tel: 754 4789 Both Dorm and Private room with shared shower	Gower House Tel: 754 0058 All rooms with shared bath
Cantwell House Tel: 754 8439 From start of the month September	Bluestone Inn Tel: 754 7544 Small Queen room with shower
Foggy Rock Hostel Tel: 697 0077 Both 1 person and 2 person per room options	

- Accommodations between $100 and $140 per night

Hillview Terrace Suites Tel: 754 9822 Nightly stay option	Gower House Tel: 754 0058 Room & Loft options with private bathroom
Abba Inn Tel: 754 0058 Queen canopy, king and two twins option	Butternut B&B Tel: 754 0058 Queen option
Guv'nor Inn Tel: 726 0092 All options	Narrows B&B Tel: 685 0544 Single option
The Roses Tel: 726 3336 All offered options	Bluestone Inn Tel: 754 7544 2 Twins, Queen, & King options
Elizabeth Manor Tel: 753 7733 All offered options	Compton House Heritage Inn Tel: 739 6214 All offered options
At Wit's Inn Tel: 877 739 7420 All offered options	The Capital Hotel Tel: 738 4480 All offered options

4.2 Canadian Immigration Information

Below are some important links to information about renewing your study permit, applying for an entry visa (TRV) and applying for work permits. If you have any questions about how to apply for these documents, read the guides provided on the Citizenship and Immigration Canada website www.cic.gc.ca or call the Citizenship and Immigration call centre at 1-888-242-2100. You can also have a one-on-one appointment with a Certified Immigration Consultant in our office. To book an appointment, please call 864-8895.

Certified Immigration Consultant in the ISA Office

The certified immigration consultant in the International Student Advising Office provides information sessions on different immigration topics. The immigration consultant also meets with international students one-on-one and answers immigration questions. To book an appointment, please call (709) 864-8895 or email isa@mun.ca

Study Permit

Applying for a Study permit online
www.cic.gc.ca/english/my_application/apply_online.asp?s=1

Applying for a Study Permit by mail
www.cic.gc.ca/english/information/applications/extend-student.asp

Instructions on mailing application
www.cic.gc.ca/english/information/applications/guides/5552ETOC.asp#5552E7

Guide on completing application form
www.cic.gc.ca/english/information/applications/guides/5552ETOC.asp#5552E5

Application processing times
www.cic.gc.ca/english/information/times/temp.asp

Entry Visa (TRV)

Who needs a TRV
www.cic.gc.ca/english/visit/visas.asp

Applying for a TRV online inside or outside of Canada
www.cic.gc.ca/english/my_application/apply_online.asp?s=1

Applying for a TRV by mail inside or outside of Canada
www.cic.gc.ca/english/information/applications/visa.asp

Instructions on mailing application inside of Canada
www.cic.gc.ca/english/visit/cpp-o-apply.asp

Guide on completing application form
www.cic.gc.ca/english/information/applications/guides/5256ETOC.asp#5256E4

Application processing times
www.cic.gc.ca/english/information/times/temp.asp

Work Permits

Co-op Work Permit

Eligibility requirements
http://www.cic.gc.ca/english/study/work-coop.asp

Applying for a co-op work permit online
www.cic.gc.ca/english/my_application/apply_online.asp?s=1

Applying for a co-op work permit by mail
www.cic.gc.ca/english/information/applications/work-students.asp

Instructions on mailing application
www.cic.gc.ca/english/information/applications/guides/5580ETOC.asp#5580E7

Guide on completing application form
www.cic.gc.ca/english/information/applications/guides/5580ETOC.asp#5580E5

Application processing times
www.cic.gc.ca/english/information/times/temp.asp

Postgraduate Work Permit

Eligibility requirements
www.cic.gc.ca/english/information/applications/guides/5580ETOC.asp#postgrad

Applying for a postgraduate work permit online
www.cic.gc.ca/english/my_application/apply_online.asp?s=1

Applying for a postgraduate work permit by mail
www.cic.gc.ca/english/information/applications/work-students.asp

Instructions on mailing application
www.cic.gc.ca/english/information/applications/guides/5580ETOC.asp#5580E7

Guide on completing application form
www.cic.gc.ca/english/information/applications/guides/5580ETOC.asp#5580E5

Application processing times
www.cic.gc.ca/english/information/times/temp.asp

Spousal Work Permit
www.cic.gc.ca/english/study/work-spouse.asp

Work On Campus
http://www.cic.gc.ca/english/study/work-oncampus.asp

Work Off Campus
http://www.cic.gc.ca/english/study/work-offcampus.asp

4.3 Employment

Working on or off campus while you are a student can be a very rewarding experience. You can bring your diverse background, skills and languages to an employer and meet new people while gaining valuable work experience.

International Student Eligibility to Work in Canada

Consult the Citizenship and Immigration Canada (CIC) website for information on your eligibility to work in Canada, www.cic.gc.ca/english/study/work.asp.

Your immigration document issued by CIC is what permits you to work in Canada; however, you will also require a valid Social Insurance Number (SIN) to engage in employment in Canada. For information on applying for a SIN, see page 23.

Seeking Employment

To find employment in Canada, you will need to know where to look, have an effective cover letter and résumé and possess strong interview skills.

Where to look

Some jobs are posted on websites or around campus while others are not. Those that are not posted are often referred to as part of the "hidden job market" and require you to approach potential employers to express your interest in working with them.

Jobs on campus

There are several employment programs at Memorial that can help you get experience with a job on campus. These include.

1. Memorial Undergraduate Career Experience Program (MUCEP): 40 and 80-hour positions for full-time undergraduate international and Canadian students
2. International Student Work Experience Program (ISWEP): 40 and 80-hour positions for full-time undergraduate international and ESL students
3. Graduate Student Work Experience Program (GradSWEP): part-time jobs for full-time graduate students
4. Student Work and Services Program (SWASP): part and full-time positions for student parents in fall and winter term; open to all students in spring term

Outside of these programs, there are offices on campus that hire students. These include:

- Alumni Affairs & Development
- Information Technology Services
- Facilities Management
- Student Residences
- Aramark (Food Services)
- Graduate Students' Union (GSU)
- MUN Bookstore

- MUN Student Union (MUNSU)
- The Muse
- Queen Elizabeth II Library
- The Works

Jobs off campus

Off-campus jobs are sometimes posted on websites both external and internal to the university and are sometimes communicated to students via the international student listserv or the Centre for Career Development listserv. Upon registration with the International Student Advising Office (ISA) you are automatically signed up for the international student listserv. To sign up for the Centre for Career Development's listserv, send an email to cdel@mun.ca with LISTSERV in the subject line.

Here is a list of some websites that post part-time, full-time, summer and new graduate job opportunities in Newfoundland & Canada:

- CareerBeacon: www.careerbeacon.com/Newfoundland-&-Labrador
- Centre for Career Development (MUN's student career centre): Students jobs can be found through the my.mun.ca portal.
- Job Bank (Canadian job postings): www.jobbank.gc.ca/prov-eng.aspx?OpPage=50&Stdnt=No
- Jobs in NL: www.jobsinnl.ca
- Monster: www.monster.ca
- MUN (working at Memorial University once you have graduated): www.mun.ca/main/careers.php
- Provincial Government of NL: https://www.hiring.gov.nl.ca/Default.aspx
- TalentEgg: www.talentegg.ca
- Workopolis: www.workopolis.com

In addition to the information presented in the handbook and on the ISA website, the International Student Career Advisor can assist you with ways to effectively approach employers, and advise you of posted job opportunities. To schedule an appointment, visit www.mun.ca/isa/main/career.php for instructions.

Cover Letter, Résumé and Curriculum Vitae Writing

A cover letter is a one page letter that you send with a résumé when applying for a job. It should address the position you are applying for, the employer you are applying to, why you are interested in the position and outlines the skills you have to perform in the position.

A résumé is used for job search and is usually 1-2 pages in length. It provides an overview of your experiences to date which generally includes your education, work experience, volunteering, skills, interests and/or hobbies.

A curriculum vitae (CV) is used for academic job search or continued research, schooling or experience in the academic field and is not used for job search in industry. The purpose of a CV is to present a complete picture of the breadth and depth of academic experiences you have accumulated, which might include a list of your publications, presentations, teaching experiences, honors, grants, and dissertation abstracts.

For a templates and guides on résumé, cover letter and CV writing, refer to the employment section of the ISA website, www.mun.ca/isa/employment/rescvandcover.php. The International Student Career Advisor is also available to meet with you to assist you in writing your cover letter, résumé or CV. To schedule an appointment, visit www.mun.ca/isa/main/career.php and follow the instructions.

Interview Skills

An interview is a common method that employers, faculty, community organizations and industry use to learn more about you. They meet with you and ask questions to get detailed information about your skills, education and background while deciding if you are the best candidate for the job. For interview tips and a list of commonly asked questions in an interview, visit the employment section of the ISA website, www.mun.ca/isa/employment/interview.php.

The international student career advisor is also available to meet with you for a mock interview. A mock interview is a pretend interview that includes questions and feedback to prepare you when you have a real interview. To schedule an appointment, visit www.mun.ca/isa/main/career.php for instructions.

Professional Skills Development Program

If you are interested in learning more about working in NL or Canada you may wish to apply for the Professional Skills Development Program (PSDP). The PSDP helps you prepare for professional employment in NL and throughout Canada. The program is offered every semester for undergraduate and graduate students and the goal is to instill a level of Canadian job search knowledge and preparation to assist students throughout their academic study and after graduation. To learn more about this program, visit: www.mun.ca/isa/employment/psdp.php

How to Book an Appointment with the Career Advisor

1) Go to my.mun.ca and login
2) Click "Student" or "Alumni" link near the top of the page.
3) Click "My MUNLife" in the "Student Services" or "My MUNLife" box.
4) Click on "Career" & then you can book an appointment, review job postings & look at our event calendar.

If you have any difficulty booking an appointment please call 709-864-2033 or email:cdel@mun.ca and our staff will be happy to help.

4.3.1 Social Insurance Number (SIN)

A Social Insurance Number (SIN) is a nine-digit number that you need when you get a job so you can get paid. You are eligible for a SIN card. You do not need a SIN card if you are not employed. Your SIN will start with the number '9' and all SINs beginning in this number will only be valid until the end of your authorized stay in Canada. After you renew your study or work permit, remember to also renew your SIN.

International students need to take your study permit to apply for SIN. Details are as follows: (http://www.servicecanada.gc.ca/eng/sin/apply/proof.shtml)

Generally, to apply for a SIN, a student who has either "may accept employment" or "may work" statement on the study permit must have

1) a valid study permit
2) a letter of confirmation of enrolment from the institution
3) a completed application form

A study permit issued by Citizenship and Immigration Canada (CIC) is acceptable **only when it indicates that the permit holder "may accept employment" or "may work" in Canada**. If neither of these statements is on the study permit, the international student will need to submit a request for an amendment to their study permit before a SIN application can be completed. There is no fee for this request. If you need assistance or advice on the process, please contact the ISA office to schedule an appointment with a registered and certified immigration consultant by calling 864-8895.

You can get to the local Service Canada Office by taking Metrobus Route 2 on Elizabeth Avenue across from the Arts and Administration Building. Service Canada is located at 223 Churchill Avenue.

4.4 Family Information

The International Student Advising (ISA) Office provides services to help international students arriving with their families make the transition easier and address their questions and concerns. Below we outline some information about the supports available to families. If your family has joined you in Canada or if they plan to join you, you should read the International Families Guide which is available from the International Families Coordinator. Please feel free to drop by our office at Corte Real, Room 1000a to speak with the International Families Coordinator.

The ISA Family Program can provide information on:

- ✓ English language supports
- ✓ Schools for your children
- ✓ Daycare options
- ✓ Health care
- ✓ Local community supports and services
- ✓ Parenting in Canada
- ✓ Family tax benefits

English Language Supports

In addition to English as a Second Language training offered within the public school system, there are many programs available to help people improve their English language skills. Such programs are offered by the following groups:

- ♦ Association for New Canadians (ANC)
- ♦ Memorial University, Memorial English as a Second Language Programs
- ♦ Teachers on Wheels
- ♦ Refugee Immigrant and Advisory Council (RIAC)

Health Care

Your dependents are not automatically covered under your health insurance. If you have a spouse or children accompanying you in Canada, you can opt-in your dependents to the Foreign Health Insurance Plan by visiting the International Student Advising Office and completing an Opt-In form for dependents.

Shopping

There are many stores tailored specifically for children in the St. John's area. Here is a list of some of these stores.

Child Furniture, Bedding & Décor

- ♦ Rooms Come True, 585 Torbay Road
- ♦ Ginger Snap, 202 Water Street

Child and Infant Clothes

- ♦ The Strawberry Tree, Churchill Square
- ♦ Adorable Fashions, Village Mall
- ♦ Coo Chi Coo, 655 Topsail Road

- Flowerchild, 100 Duckworth Street
- Magic Bean, 284 Water Street & 333 Freshwater Road

Toys

- Toys "R" Us, Kenmount Road, opposite the Avalon Mall
- Timemasters Inc., 33 Kenmount Road, 2nd Floor

Second Hand Stores

Second Hand Stores (also known as 'Thrift Stores'), are a good source of cheaper items for people of all ages. Depending on the store they may have previously used clothing, furniture, or accessories for reduced prices.

- Salvation Army (51 Kenmount Road)
- Traders Atlantic Inc. (321 Freshwater Road)
- Value Village (161 Kenmount Road)
- Frenchy's Thrift Boutique (Torbay Road Mall)

One Stop Shopping

- Dominion
- Wal-Mart
- Sears

University Supports for Parents

- Student Parents at MUN
  - University Center, room 6012
  - Tel: 864 3484
  - Web: http://www.mun.ca/current_students/studentparents/index.php
- MUN Childcare Centre
  - The MUN Childcare Centre is located centrally on campus. Within one building are four self-contained child care centres, each staffed with qualified, experienced, caring people. Programs are available for toddlers (age 2), full and part-time pre-schoolers (3-6), and school children (5-10).
  - Tel: 864 4728
  - Web: www.mun.ca/childcare/about/

St. John's Daycares Centers & After School Programs

Daycares other than the MUN Childcare Centre are listed below. Local daycare centres charge between $20-$60+ per day, depending on your child's age and the type of care required. We recommend you research several daycare centres or after school programs to compare the fees. You can request a list from the International Families Coordinator or search for daycares or after school programs in the YellowPages in the phone book or online at www.yellowpages.ca

Family Resource Programs

Family resource programs are community based programs that provide new learning opportunities for children and promote community support for the well-being of families. Types of programs include:

- Drop-in playgroups
- Toy-lending libraries
- Summer Park Programs
- Parenting Groups
- Pre-natal Programs

To learn more about family resource programs in your neighbourhood, contact:

- Brighter Futures Coalition of St. John's Main Office, Tel: 739 8096
- Daybreak Parent Child Centre, Tel: 726 8373
- Family and Childcare Connections, Tel: 754 8532

Education

Canada Education System (Kindergarten to Grade 12)

Children in Canada usually start their education at ages 5-7 in Kindergarten. Kindergarten to Grade 12 (K-12) education is publicly funded and free to all Canadian citizens and permanent residents until the end of secondary school — normally, age 18.

The school year for K-12 schools is normally September to June. Following elementary or middle school, children proceed to high school (also called secondary school or senior high school) where they stay until they complete grade 12. Curriculum programs at the secondary level include both academic and vocational programs. The academic program provides students with the credits necessary to meet the entrance requirements of universities and colleges. The vocational program prepares students with the credits necessary to continue their studies at a postsecondary college, or to enter the job market. Secondary school diplomas are granted to students who pass the compulsory and optional courses of their programs — academic or vocational. Source: Education @ Canada, www.educationcanada.cmec.ca.

School Registration

To enrol your child in school, contact the Newfoundland and Labrador English School District. The school district will refer you to the principal of a school in your area. For your interview with the principal, you will need to bring such things as your child's school records, proof of your child's age (birth certificate or passport), proof of address (copy of a bank statement, telephone bill, electricity bill or lease/rental agreement with your name and address), MCP number, medical information or a health certificate. The principal will inform you of the exact documents you are required to provide.

You should contact the school board as soon as possible so that you can place your child in a school close to your home before the classes are full.

Newfoundland and Labrador English School District
Suite 601, Atlantic Place, 215 Water Street
Tel: 758 2372
Web: www.nlesd.ca

French Language School

There is one French language school in St. John's that offers programs from Kindergarten to grade 12. Please visit their website for more information.

Conseil scolaire francophone provincial de Terre-Neuve-et-Labrador
École des Grands-Vents
Tel: 754 8000
Email: ecole-gv@conseil-scolaire.nl.ca
Web: www.csfp.nl.ca

Parenting in Canada

There is a wide range of resources produced by the Public Health Agency of Canada to help parents and parents-to-be in raising children.

Parenting Resources and Support

Parents-to-be and parents often need answers to questions they may have about raising their families in a safe and healthy environment. They may also need professional advice and support to help balance the challenges of working while raising children and making sure that children's needs come first when parents are not living together.
Website: http://www.phac-aspc.gc.ca/hp-ps/dca-dea/parent/support/index-eng.php

Parenting Children with Special Needs

Some children and youth require special attention and more resources to support their growth and development to adulthood. Children with special needs include those with physical, sensory, cognitive and learning challenges as well as those with mental health issues. Children with problems that are due to social, cultural, linguistic or family factors also have special needs
Website: http://www.phac-aspc.gc.ca/hp-ps/dca-dea/parent/needs-besoins/index-eng.php
Source: Public Health Agency of Canada

Family Friendly Activities

There are many family friendly activities that you and your family can enjoy in and around the city. Here are some suggestions:

- Bowling
  - Holiday Lanes, 27 Elizabeth Avenue, 754 0260
  - Plaza Bowl, Ropewalk Lane, 579 7339
  - St. Pat's Bowling Lanes, 45 Blackmarsh Road, 754 1124

- Mini-Putt
    - Glow in One Golf Inc. (Cineplex Avalon Mall), 754 4569
    - Pippy Park Mini Golf, Nagle's Hill, 738 1222
    - Sir Admiral John's Adventure Golf, 150 MacDonald Drive, 754 4753
- Movie Theatre
    - Cineplex Cinema, Avalon Mall, 722 5775
- Skating
    - O'Hehir Arena, 45 Bonaventure Avenue, 753 5782
    - St. Bon's Forum, Bonaventure Avenue, 722 1056
- Parks
    - Bowring Park, www.bowringpark.com
    - Memorial University Botanical Garden, www.mun.ca/botgarden
    - Pippy Park, www.pippypark.com
- Camping, www.campsource.ca/nf/
- Museums
    - The Suncor Energy Fluvarium, www.fluvarium.ca
    - Johnson GEO Centre, www.geocentre.ca
    - The Rooms, www.therooms.ca
- Public Swimming Pools
    - The Works, www.theworksonline.ca
    - Outdoor Swimming Pools (open July and August)
        - Bowring Park, 576 7708
        - Bannerman Park, 576 7671

Taxes and Benefits

If you have children, there may be some tax benefits available to you. Below we outline these benefits. For more information, contact the International Families Coordinator or read the International Families Guide. You will find information about the Canadian tax system on page 66.

- Child Care Expenses Deduction- you may be eligible to claim for child care expenses on your income tax return.
- Canada Child Tax Benefit (CCTB) - The CCTB is a non-taxable amount paid monthly to help eligible families with the cost of raising children under 18 years of age.
- National Child Benefit Supplement (NCBS) - The National Child Benefit Supplement is included in the CCTB and paid monthly to low-income families with children under 18 years of age.
- Child Disability Benefit (CDB)- The Child Disability Benefit is a monthly benefit included in the CCTB to provide financial assistance to qualified families caring for children with severe and prolonged mental or physical impairments
- Universal Child Care Benefit (UCCB) - The Universal Child Care Benefit (UCCB) is a taxable benefit paid monthly to help eligible families provide child care for their children under 17 years of age.

4.5 Health Insurance

As a registered student, you are automatically covered by Memorial's Foreign Health Insurance Plan.

Post-docs, visitors, work-term students and dependents are not automatically covered under the foreign health insurance. If you are a visitor, post-doc, student on a work-term or you have a spouse or children accompanying you in Canada, you can opt yourself or your dependents into the Foreign Health Insurance Plan by visiting the ISA Office and completing an Opt-In form for dependents before the deadline (usually the end of the first two weeks of classes).

You are eligible to cancel your foreign health insurance if:

♦ You are sponsored by a group which provides insurance, such as WUSC, CIDA, CBIE, Saudi Arabian Cultural Bureau or Canadian Commonwealth scholarship

♦ You are a refugee claimant and covered under the federal government

♦ You are studying by distance education and finishing your program in your home country or the United States

You have to cancel your insurance yourself. To cancel, you must complete an Opt-Out form and show proof of alternative coverage before the deadline (usually the end of the first two weeks of classes). To complete the form, drop by the ISA Office or download the form from the web, www.mun.ca/isa/health.

You are eligible to cancel your foreign health insurance and transfer your insurance to a student union plan if one of these statements applies to you (Please note, there is a different process to transfer insurance for students who are on a work term; you are required to first get a letter from the ISA). The decision of opting out is at the discretion of the coordinator of foreign health insurance:

♦ I am a full-time graduate student with MCP valid for a minimum of 6 months from the date of issue*

♦ I am a full-time ESL or undergraduate student with MCP valid for a minimum of 6 months from the date of issue*

For information about MCP, see page 32.

Student union health insurance plans have different coverage than the foreign health plan and are usually less expensive. For information about student health insurance plans, visit our website, www.mun.ca/isa/health or speak to staff in the ISA Office.

To transfer your insurance, you must complete an Opt-Out form and present your MCP card to the ISA Office before the deadline (usually the end of the first two weeks of classes). Medical students are only eligible to transfer their insurance in the fall semester. To complete the form, drop by the ISA Office or download the form online, www.mun.ca/isa/health.

Your Foreign Health Insurance Policy

It is very important that you read and understand your health insurance policy, know where to see a doctor and how to claim money back from the insurance company. The complete policy is available online at www.guard.me by logging in using your policy number. Below is a quick reference guide to your policy.

What's covered:

♦ One optional complete physical exam per year.
♦ One eye exam per year.
♦ Emergency medical treatment: seeing the doctor when you are sick, essential tests and operations (when recommended by a doctor).
♦ Emergency dental treatment; seeing the dentist when you are suffering from pain (certain restrictions apply).
♦ Traveling on vacation; if you have been in Newfoundland for more than one-half of the length of time of your insurance coverage, then you are fully covered when on vacation anywhere in the world (except if you return home; or go to the United States (coverage is limited to 30 days in the United States).
♦ Traveling for work term or co-op placement.
♦ Prescribed medications; you will get 100 per cent of your money back when you buy prescribed medicine covered under the insurance plan (limited to 30-day supply).

Some common items NOT covered :

♦ Medicines and prolonged care for chronic conditions (that is, an illness or condition you had prior to coming to Memorial or one that developed while studying here).
♦ Medicines that are "over-the-counter", or those that you can buy without a prescription, for example, headache medicine, cough syrup, etc.
♦ Glasses or contact lenses.
♦ Routine care for your teeth. For example, cleaning and check-ups.
♦ Tests and surgeries that are not essential or not recommended by a doctor.
♦ Any elective procedure.

Visiting a Doctor - Where to Go

♦ The Student Health Clinic in the University Centre. It is recommended that you call in advance to book an appointment. The telephone number is 864 7597. Walk-ins are accepted Monday, Wednesday and Friday beginning at 1 p.m. More info at www.mun.ca/health/
♦ Open public clinic - search for “Clinic” in Yellow Pages of phonebook, or online, www.yellowpages.ca
♦ In case of emergency - for example, a serious injury or severe illness - you can go to the emergency room in the Health Sciences Centre (http://www.hsc.mb.ca/emergency.html).
♦ Or you can search for a family doctor in St. John’s outside of the Student Health Clinic or other open clinics. To find a family doctor, visit www.cpsnl.ca or call 729 4984 for a list of doctors accepting new patients.

Claiming Prescriptions

After you have paid for your medicine or for your visit to the eye doctor or dentist, you will need to complete a claim form to get your money back. A claim can be made online at www.guard.me or by mail. The claim form to make a claim by mail is available online: www.mun.ca/isa/health/claim.php.

4.5.1 MCP (Medical Care Plan)

MCP is a medical care coverage provided by the Government of Newfoundland and Labrador. It covers the costs of visiting a doctor or hospital. As an international student studying in Newfoundland and Labrador, you may be eligible for this coverage. If you are eligible for this coverage, you must apply to get it or you could be left with very expensive medical bills.

To be eligible:

- You must have a valid study permit for 12 months or longer
- Be enrolled full time in a program of study at a postsecondary institution in Newfoundland and Labrador

To apply:

- Complete an application form and provide a copy of your study permit and an updated letter of enrolment to the MCP Office. For an application form, see page 33.
    - Updated letters of enrolment can be obtained by:
        - Requesting an enrollment verification letter through your Memorial Self Service for undergraduate and graduate students
        - Visiting the English as a Second Language Office, Spencer Hall, Room 3015, for ESL students
- You can apply in person by visiting MCP's office at 45 Major's Path in St. John's or by mailing your application. For a map to the MCP Office, see page 34.
- Application forms are also available online www.health.gov.nl.ca/mcp or at the ISA Office.

What MCP covers:

- Visits to a physician's office, hospital or beneficiary's residence (whether the problem is related to a chronic or emergency condition)
- Surgical, diagnostic and therapeutic procedures, including anesthesia and pre- and post-operative care
- Complete maternity care
- Radiology interpretive services
- Certain surgical/dental procedures which are medically necessary to be performed in hospital by a dentist or oral surgeon

Newfoundland Labrador

Government of Newfoundland and Labrador
Department of Health and Community Services
mcp

APPLICATION FOR NEWFOUNDLAND & LABRADOR HEALTH CARE COVERAGE

Please read the back of this Application for important registration information

FOR OFFICE USE ONLY	
Elig. Dt.	Term. Dt.

SECTION A **ANSWER ALL OF THE FOLLOWING QUESTIONS** (*please print*)

1. Have you or your dependents been registered with MCP before? ☐ **Yes** ☐ **No**
   If YES, please list on a separate sheet the previous MCP numbers (if available) of all persons to be registered.
2. When did you arrive in Newfoundland & Labrador? _____
3. Why did you move to Newfoundland & Labrador? ☐ **Work** ☐ **Study** ☐ **Other** _____
4. How long do you intend to stay in Newfoundland & Labrador? _____
5. Are any of the people being registered a member of: ☐ **Canadian Armed Forces** ☐ **NATO Forces** ☐ **RCMP**
   (Check one - if not applicable, leave blank)
6. Have all of your dependents moved with you to Newfoundland & Labrador? ☐ **Yes** ☐ **No**
   If NO, please explain _____
7. Are you moving to Newfoundland & Labrador from another part of Canada? ☐ **Yes** ☐ **No**
   If YES, which province or territory? _____
8. Are you moving to Newfoundland & Labrador from outside Canada? ☐ **Yes** ☐ **No**
   If YES, which country? _____

SECTION B **MAILING ADDRESS**

Street/P.O. Box		City/Town
Province	Postal Code	Telephone Number

SECTION C **MARITAL STATUS**

Single ☐	Married ☐	Widowed ☐	Divorced ☐	Separated ☐	Common Law ☐

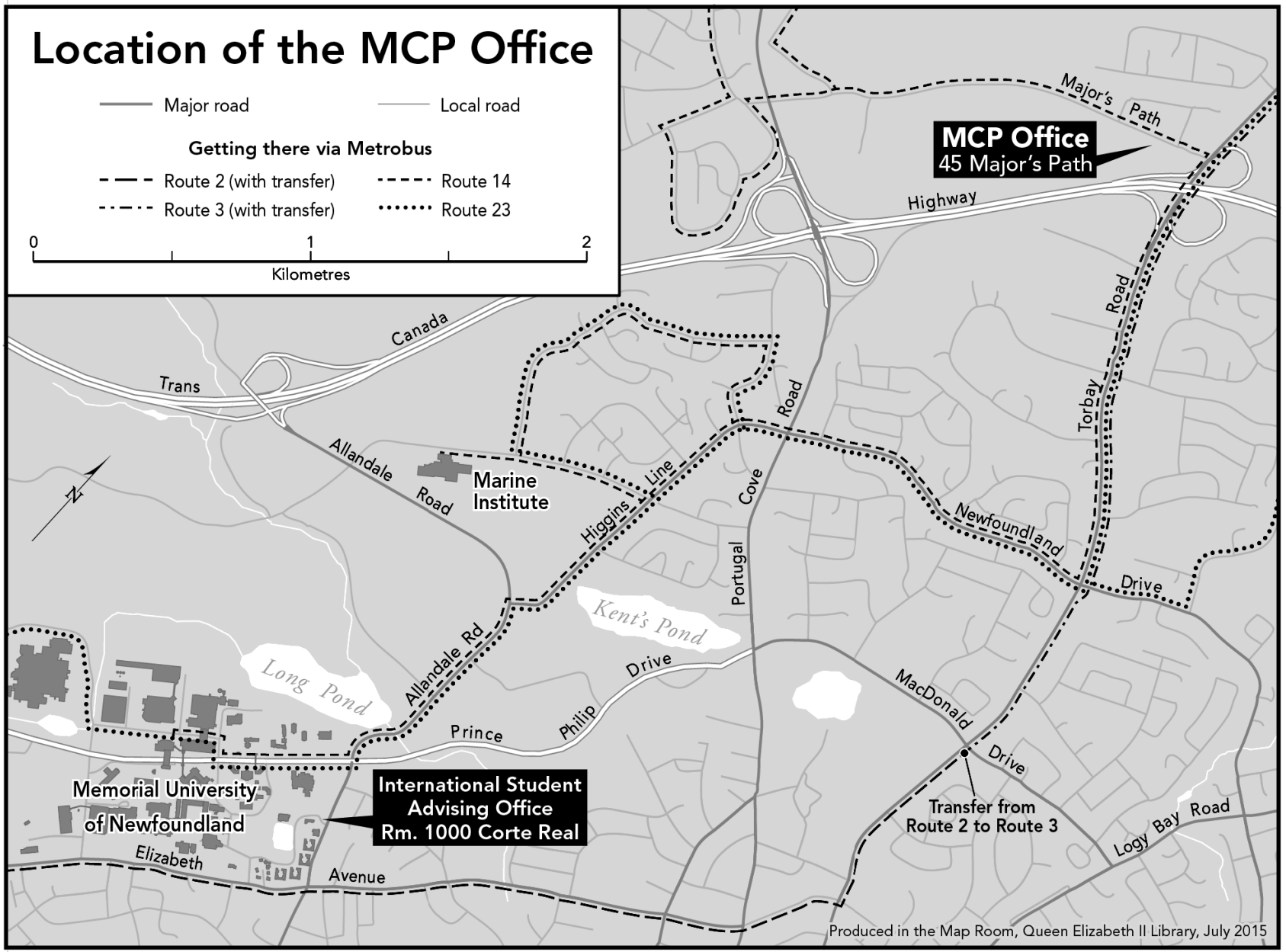
SECTION D **LIST BELOW YOUR NAME AND THE NAMES OF ALL PERSONS REGISTERING FOR HEALTH CARE COVERAGE**
(attach a separate sheet if more space required)

Surname	All Given Names	Maiden Name (if applicable)	Sex (M/F)	Birth Date (YY/MM/DD)	Previous Province Health Insurance No.

SECTION E **DECLARATION**
(It is an offense to give false information for the purpose of obtaining coverage under the Newfoundland & Labrador Medical Care Plan)

I hereby declare that the information given is correct and the person(s) listed on this form are residents of Newfoundland & Labrador.

Signature Date


Location of the MCP Office
Major road
Local road
Getting there via Metrobus
Route 2 (with transfer)
Route 14
Route 3 (with transfer)
Route 23
0
1
2
Kilometres
MCP Office
45 Major's Path
Major's Path
Highway
Canada
Trans
Allandale Road
Marine Institute
Higgins Line
Cove Road
Portugal Cove Road
Torbay Road
Newfoundland Drive
Kent's Pond
Long Pond
Allandale Rd
Prince Philip Drive
MacDonald Drive
Memorial University of Newfoundland
International Student Advising Office
Rm. 1000 Corte Real
Elizabeth Avenue
Transfer from Route 2 to Route 3
Logy Bay Road
Produced in the Map Room, Queen Elizabeth II Library, July 2015

5. Living in Canada

5.1 Banking

There are five major banks in Canada. Most of these banks have branches near campus. See below table and map for location and contact details.

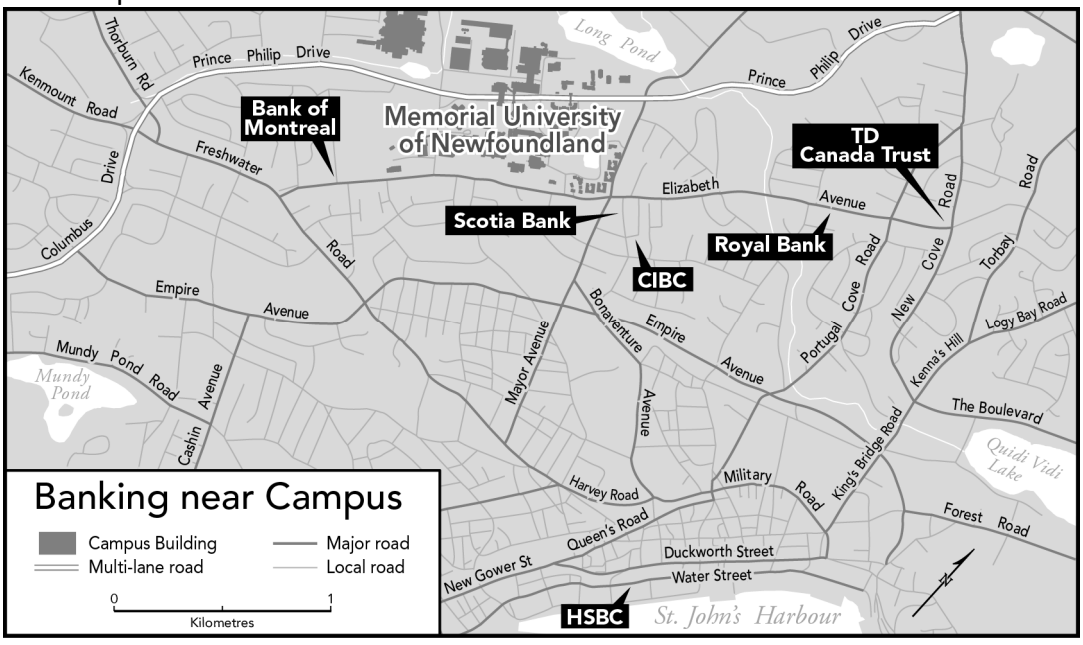
Bank	Phone	Web	Locations
Scotia Bank	576 1199	www.scotiabank.com	Churchill Square
Royal Bank	576 4545	www.rbcroyalbank.com	65 Elizabeth Avenue
CIBC	576 8777	www.cibc.com	Churchill Square
TD Canada Trust	758 1850	www.tdcanadatrust.com	80 Elizabeth Avenue
Bank of Montreal	758 2110	www.bmo.com	384 Elizabeth Avenue

To open a bank account after you arrive, you need:

- your passport
- your student ID card

Note: You might need to make an appointment to open a bank account, so call before you go.

You will be given an “Interac card” or Automated Teller Machine (ATM) card which you can use in the bank machines and in stores (to pay for purchases). Machines usually have English and French options and some have Chinese as well.



5.2 Shopping in Newfoundland

Some items you may need to purchase upon arrival include:

- Bed linen
- Towels
- Kitchen supplies– pots, pans, plates, cutlery
- Cleaning supplies– mop, broom, cleaning products, oven cleaner, etc.
- Groceries
- Furniture
- Telephone (see more information on page 50)

There are several shopping areas in St. John's.

1. **Avalon Mall**: an indoor shopping mall. Includes the department store Sears and Homesense, and a dollar store. To Google map the Avalon Mall, search postal code A1B 3P8.
2. **Kelsey Drive**: large box stores located off Kenmount Road. Includes a Wal-Mart, Canadian Tire and Sobeys (grocery store). To Google map Kelsey Drive, search postal code A1A OC7.
3. **Churchill Square**: very close to campus. Includes a drug store with post office and a few clothing stores. To Google map Churchill Square, search postal code A1C 5J2.
4. **Stavanger Drive**: large box stores. Includes a Wal-Mart, Costco, Best Buy, and Dominion (grocery store). To Google map Stavanger Drive, search postal code A1A 5N6
5. **Village Shopping Centre**: an indoor shopping mall. Includes Bed, Bath and Beyond department store, discount department store Rossy and a dollar store. To Google map the Village Mall, search postal code A1E 2C2.

All of these areas are accessible by bus. Visit metrobus.com or call 722 9400 to find out which bus to take. If you wish to take a taxi, you can call a taxi company and ask the approximate fare. For more information on transportation in the city, see page 43.

Here are some tips on shopping in Canada:

- Returning items
  - Some stores will allow you to return items while others will not.
  - Make sure you ask before you buy and when you make a return, bring the original receipt with you.
- Sales Tax
  - Everywhere you go, you will have to pay sales tax on what you purchase.
  - Here in Newfoundland and Labrador, the sales tax is 13 per cent, which means that you must pay an additional 13 per cent of the purchase price on the item you are buying. There are some exceptions. The province has announced that the provincial sales tax

may increase to 15 per cent in January 2016. For more information about the tax system in Canada, go to page 54.

♦ Store Hours

- Most businesses are open from 10 a.m. - 5 p.m., but hours can vary. Most grocery stores, shopping malls and clothing stores are open until 9 or 10 p.m. Most stores will close on public holidays, such as New Year's Day (January 1), Canada Day (July 1), Labour Day (September 7, 2015), and Christmas Day (December 25).

5.3 Food and Groceries

Food commonly found in grocery stores in Canada will differ from the types of food you are used to. Some students will bring spices with them from home. But there are some specialty food stores where you will be able to find ethnic foods.

- ✓ Oriental snow market, on campus 3 floor University Centre, 753 7222
- ✓ Magic Wok Chinese Grocery, downtown 238 Duckworth, 739-1716
- ✓ Asian Variety Store, Downtown 164 Water Street, 726 1698
- ✓ International Flavors, Downtown (in between Signal hill & the Battery) 4 Quidi Vidi road, St. John's, NL, 738 4636
- ✓ Taste East, Downtown 205 New Gower Street, 579 7366
- ✓ Toya International Market, 107 Longs Hill, 579 0999
- ✓ Food for Thought, Downtown 382 Duckworth Street, 738 3544
- ✓ Farmers Market, Lions Chalet on Bonaventure Avenue. Saturday mornings (June till December)

In addition to these stores, large super markets such as Dominion and Sobeys (especially Dominion) have health food or specialty food sections. Here are the list of Sobeys and dominion locations:

Sobeys:

- 8 Merrymeeting Rd, St. John's, NL (709) 726-2242 (nearest to campus)
- 45 Kelsey Drive, St. John's, NL (709) 576-0420
- 45 Ropewalk Lane, 739-8663 (24Hrs service)
- 10 Elizabeth Ave, 753-3402

Dominion:

- 260 Blackmarsh Rd, St John's, NL (709) 579-0133
- 20 Lake Avenue, St John's, NL (709) 576-1160
- 55 Stavanger Drive, St John's, NL (709) 576-3576

St. John's also has a variety of international cuisine restaurants including:

- ✓ Afghan Restaurant, Downtown 375 Duckworth St, 754-2230
- ✓ Basho Restaurant & lounge, Downtown 283 Duckworth Street, 576-4600
- ✓ Bistro Sofia, 320 Water Street, 738-2060
- ✓ City light Restaurant Topsail Road Plaza, 470 Topsail Rd, 747-8377
- ✓ Formosa Tea House, 15 Lemarchant Street, 579-8973
- ✓ Golden Phoenix Buffet, Next to Avalon Mall 56 Kenmount Rd, 579-0785
- ✓ India Gate Restaurant, Downtown 286 Duckworth Street, 753-6006
- ✓ J Korean Restaurant, Downtown 194 Duckworth Street, 579-1133
- ✓ Kimchi & Sushi, Downtown 140 Water Street, 579-4382
- ✓ Magic Wok, Downtown 238 Duckworth Street, 739-1716
- ✓ Muhammed Ali Restaurant, Downtown 177 Duckworth Street, 754-8313
- ✓ Piatto, 377 Duckworth Street, 723-0909
- ✓ Quintana's De La Plaza, 57 Rowan Street (Churchill Square), 579-7000
- ✓ Saigon Bistro, 11 Freshwater Road, 739-8892
- ✓ Shalimar Restaurant, Downtown 272 Duckworth Street, 237-5100
- ✓ Song Hee Take out, 209 Empire Avenue, 722-6868
- ✓ Sushi Island, Downtown 210 Water Street, 753-2378
- ✓ Zapata's Restaurant, Downtown 10 Bates Hill, 576-6399

5.4 Telephone/Mobile Telephone/Internet Service

Services such as landline telephone, cable, internet and mobile telephones are sometimes bundled which means that by combining these services through one provider you may pay less money.

Landline telephone/Internet service

There are two providers of landline telephone service and internet: Bell Aliant and Rogers. You can purchase this service either by visiting their website, calling them or visiting a store location.

Dealer	Phone	Web	Store Locations
Bell Aliant	1 800 563 8700	www.aliant.com	Avalon Mall, Village Shopping Centre
Rogers	1 888 764 3771	www.rogers.com	Avalon Mall, Topsail Road (near the Village Shopping Centre)

Internet on Campus

Memorial has free wireless internet for faculty, students and staff. To use this service, you need to get set up. There are two locations where you can setup wireless on campus:

1. If you live on campus, visit Hatcher House, Room 313
2. If you live off campus, visit the Commons in the Queen Elizabeth II Library

To access the internet from any computer on campus, you will need a computer account which you can get from the Commons in the Queen Elizabeth II Library. The Commons also houses many computers available for students use.

Mobile Telephone

To assist you in making a decision to purchase a mobile telephone, we have compiled some information on the following two pages. Please note that this is for your information only, and is subject to change. The chart reflects compiled information from June 2013, and is not a legal document. It can help you make a decision but is not meant to replace any information that a cellular phone contract or service provider gives you.

Company	Notes	Cheapest Plans	Best Value	International Options	Pre-Paid Options	Documents required	Website
Virgin Mobile	$9.99 SIM Card Activation fees on some devices Contracts, Month to Month or Prepaid	$15/month 50 min (Local) 30¢/text (National) 35¢/text (International) Phones start at $99.99	$28/month –Bring your own phone $35/month –Phone plan 200 min (National) Unlimited texting (International) 100 MB data Phones start at $60	$40/month 300 min (National) Unlimited texting (National/ International) Free calls evenings (after 5pm) & weekends 300MB data	Prepaid: $25/month plan includes unlimited international texts 50 anytime mins Month to Month: $3 add-on decreases rate of international calls (6 months minimum) Call during "free" periods to save mins	Post-pay: Must be 19, provide Photo ID (Passport or Canadian Gov Photo ID) and undergo credit check (Social Insurance Number[2]/Canadian Credit Card/Canadian Gov Photo ID)	www.virginmobile.ca
Koodo	$20 SIM (Prepaid) $10 SIM (Month-to-Month) Month to Month or Prepaid	$15/month No calling Unlimited texting (International) Phones start at $96	$28/month 200 min (National) Unlimited texting (International) 100 MB data Phones start at $96	$33/month 300 min (National) Unlimited texting (International) Free evening (5pm) & weekends 300 MB data	Month to Month: $3/month add-on decreases rate of international calls Ask About New Immigrant Program Call during "free" periods to save mins	Post-pay: Must be 19, provide Photo ID (Passport or Canadian Gov Photo ID) and undergo credit check (Social Insurance Number[2]/Canadian Credit Card /Canadian Gov Photo ID/Scotiabank Buck Slip/Landing Papers)	www.koodomobile.com

NOTE: You are not required to provide SIN to anyone except Government of Canada and your employer

TELUS	$10 SIM Card Activation fees on some devices Contracts, Month to Month or Prepaid	$15.75/month 50 anytime mins (Local) 500 Text messages (Local and International) Phones start at $70	$35/month 150 min (Local) Unlimited evenings (6 p.m.) & weekends (Local) Unlimited texting (National) Phones start at $100 *discounts on some plans if bringing own device	$35/month 150 min (Local) Unlimited evenings (6 p.m.) & weekends (Local) Unlimited texting (National)	Month to Month: $10/month add-on for unlimited texting (International) Call during "free" periods to save mins	Post-pay: Must be 19, provide Photo ID (Canadian Gov Photo ID) and undergo credit check (Social Insurance Number[2]/Canadian Credit Card/Canadian Gov Photo ID/Work Visa)	www.telus mobility.com
Rogers	$0 SIM Card Activation & contract fees on some devices Contracts, Month to Month or Prepaid	$15.75/month 25¢/min (Local) Unlimited texting (National) Phones start at $60	$35/month 200 min (Local) Unlimited evenings (after 6 p.m.) Unlimited texting (National) Phones start at $60 *discounts on some plans if bringing own device	$50/month 200 min (National) Unlimited evenings (after 6 p.m.) Unlimited texting (National) 200 MB data	Month to Month: $5/month add-on for unlimited texting (International) Call during "free" periods to save mins	Post-pay: Must be 19, provide Photo ID (Passport or Canadian Gov Photo ID) and undergo credit check (Bank Statement/Social Insurance Number[2]/World-wide Credit Card/Canadian Gov Photo ID)	www.rogers.com
Bell	$4.95 SIM Card Contract fees on store devices. Contracts, Month to Month or Prepaid	$15.75/month 20¢/min (Local) Unlimited texting (National) Phones start at $79	$35/month 200 min (Local) Unlimited evenings(6 p.m.) and weekends Unlimited texting (National)	$55/month 200 min (National) Unlimited evenings (after 6 p.m.) & weekends Unlimited texting (National) 200 MB data	Month to Month: $5/month add-on for unlimited texting (International) Call during "free" periods to save mins	Post-pay: Must be 19, provide Photo ID (Canadian Gov Photo ID) and undergo credit check (/Social Insurance Number[2]/Canadian Credit Card/Canadian Gov Photo ID)	www.bell.ca

Other Options

Skype: You can put credit on your Skype account in order to call home/ cell phones

Phone Cards: Can be purchased on campus or grocery/convenience stores. Will not charge for international minutes but count as local minutes. If your phone plan has free evenings and weekends calling during these times will save you money.

PC mobile: Can buy a phone for as low as $39 at Dominion and add minutes to it as needed. Minutes can be purchased by credit card or in store. No plan, no fees, incoming texts are free, nationwide texts are 15 cents, free voicemail, call waiting, call forwarding and call display. No ID required.

5.5 Transportation in St. John's

Metrobus

The city transportation system is called the Metrobus. It costs $2.25 per ride or you can purchase a monthly or semester pass. You can pay exact cash fare (change cannot be given) or use a bus pass, called an m-card. The information provided here is accurate as of June 2014, but is subject to change.

M-cards can be purchased for a $5 fee at:

- Copy Centre, 3 floor University Centre
- Customer Service, Avalon Mall
- Marine Institute, Cashier's Office
- College of the North Atlantic, Cashier's Office
- St. John's City Hall, Cashier's Office, 10 New Gower Street
- Metrobus Transit Centre, 245 Freshwater Road
- Shoppers Drug Mart, Topsail Road and Torbay Road locations only

For an adult fare, the costs are:

$2.25 per ride
$20 for a 10-ride pass
$70 for a monthly or 30-day pass
$245 for a semester pass

The main bus stop on campus is located at the University Centre (Routes, 1, 10, 13, 14, 15, 16, 17, 23, 5). The other bus stop is on Elizabeth Ave. (Routes 2, 5). You can view the schedules at the bus stops, online, or pick up a copy at the Queen Elizabeth II Library or the Attic, University Centre, Room 3008.

From University Centre to Avalon Mall
Routes: 5, 10, 15, 16, and 23

From University Centre to Village Shopping Centre
Routes: 1 and 13

From University Centre to Downtown
Routes: 10 and 15

From Elizabeth Ave. to Avalon Mall
Route: 2

For information on bus routes and schedules, call 709 722 9400 or visit www.metrobus.com

Taxi

Taking a taxi is an easy way to get around the city. The initial rate is $3.75 and goes up as you travel. You will need to call a taxi and give them your location for them to come and pick you up. It is not usual to be able to go out on the street and wave down a taxi, although this can sometimes be done in the downtown area. There are many taxi companies. For a list of companies and phone numbers, look in the Yellow Pages Directory under "Taxis".

Here are a few companies:

City Wide Taxi	722 7777
Jiffy	722 2222
Bugden's	722 4400
Coop Taxi	726 6666
Newfound Cabs	744 4444
North West Taxi	745 5000

Car

If you have a car or would like to get a car, you are required to hold a valid driver's licence. The Department of Government Services, Motor Registration Division, is the office responsible for issuing licences and registering vehicles. For more information about licensing and registration, contact the department by calling 729 6955 or visiting their website, www.gs.gov.nl.ca/drivers/index.html. Their office is located at 149 Smallwood Drive, Mount Pearl. To get there:

♦ Take a taxi (fare is about $35 from campus)

♦ Take the Metrobus: Take Route 1 from University Centre to the Village Shopping Centre. Ask the driver for a transfer. From the Village Shopping Centre you should take route 21 or 22. Ask the bus driver to let you know when you reach Motor Registration.

If you own a car, you are required to register it with the Motor Registration Division. You must also purchase auto insurance. You can do this by contacting an insurance company of your choice. It is advisable to contact a few companies to inquire about rates and service to help you in deciding which plan works for you. To locate an insurance company, look up Insurance in the Yellow Pages of the telephone directory, or search the Yellow Pages online: www.yellowpages.ca.

5.5.1 Newfoundland and Labrador ID Card or Driver's Licence

You do not require an NL ID card but you may be asked to show government issued photo ID. Your passport would satisfy this requirement, but students may not wish to carry around their passports whenever the presentation of an ID is required. In this case, you should get an NL ID card. For a Newfoundland and Labrador ID Card, you must visit the Department of Government Services, Motor Registration Division, and bring the following with you:

- Your passport and Study Permit
- Your MUN ID (see page 6) and/or MCP card (see page 32) and/or SIN card (see page 23)

The Department of Government Services, Motor Registration Division is located at 149 Smallwood Drive, Mount Pearl. To get there:

- Take a taxi (fare is about $35 from campus)
- Take the bus: Take Route 1 from University Centre to the Village Shopping Centre. Ask the driver for a transfer. From the Village Shopping Centre you should take route 21 or 22. Ask the bus driver to let you know when you reach Motor Registration.

If you have any questions about how to get a Newfoundland and Labrador driver's licence, you can contact the department by calling 729 6955 or visiting their website, www.gs.gov.nl.ca/drivers/index.html.

6. Settling in Canada

6.1 Getting Familiar with Your New Environment

It is expected that in addition to the transition to university life, some but not all international students will go through a process of culture shock. There may be many aspects to Canadian life, such as climate, relationships, food and the education system that are unfamiliar and difficult to understand. Below we outline:

- Signs of culture shock
- Dealing with culture shock in particular how you can get involved with student groups on campus
- Weather
- Food
- Religious communities
- Classroom
- University regulations

Some signs that you may be experiencing culture shock are:

- Loss of appetite or overeating
- Inability to sleep or sleeping too much
- Tiredness and irritability
- Feeling alone and isolated
- Substance abuse
- Feeling powerless

Here are some ideas on how to deal with culture shock:

- Know that your reactions are normal and be patient; culture shock may not disappear within a few days, but it will pass.
- Get to know the people who work in student support areas and speak with them about your experiences. Some of these offices include the International Student Advising Office, the Student Wellness and Counselling Centre and Answers.
- Try to attend activities organized for international students. The ISA organizes weekly events: Discussion Group every Wednesday from 4 - 5 p.m. (3:30 - 4:30 p.m. in the summer); And Coffee Club every Friday from 3 - 5 p.m. (3 - 4:30 p.m. in the summer)
- Stay in contact with family and friends back home using online programs like Skype or social networking sites like Facebook.
- Keep your habits from home. If you attend church, find out about multi-faith centres in St. John's. If you observe holidays in your home country, celebrate them here. For a map listing religious and multi-faith centres in St. John's, see pages 78-79. The university's Chaplaincy may also be of help: http://www.mun.ca/chaplaincy/
- Participate in Memorial events; attend a Sea Hawks game or I love MUNdays events

- Become involved with Memorial sports programs, or establish a routine of daily exercise. As part of your tuition, you pay a recreation fee to use the fitness facilities on campus.
- Learn as much about your new environment and Canadian culture as you can. Beginning on page 47 we outline some basic information about climate, food, the classroom and social issues in Canadian culture.
- Volunteer. Contact the Student Volunteer Bureau on campus to find out how. Visit them on the 3 floor of the University Centre or email svb@mun.ca.
- Get involved with student clubs and societies on campus to meet other students. A few groups are listed below. For a complete list of these groups, visit the MUNSU website at www.munsu.ca.
    - Association of Iranian Students at Memorial University (MUN Iranians), www.mun.ca/muniranians
    - Bangladesh Student Association, smf424@mun.ca.
    - Chinese Students' and Scholars' Association, www.ucs.mun.ca/~china/
    - India Youth Association (IYA), www.ucs.mun.ca/~iya/
    - International Student Resource Centre, isc@munsu.ca, 864-2002, UC-6002
    - Korean Culture Society, plato.ucs.mun.ca/~woorinara/home.html
    - Malaysian Students' Society, malaysianstudentsociety@gmail.com
    - Muslim Students Association, www.mun.ca/msa/
    - Nigerian Student Association, nigeriansociety.mun@gmail.com
    - Pakistani Students' Association, wasiq.waqar@mun.ca
    - Saudi Student Association, nadistjohns@hotmail.com
    - MUN Spanish Society, spanish_mun@hotmail.com
    - Zimbabwean Students' Society, zimsoc.nl@gmail.com
    - Sri Lankan Student Association, please contact MUNSU (frontdesk@munsu.ca)

Weather

St. John's has a temperate climate. Winter temperatures range from -10 degrees Celsius to 0 degrees Celsius. On average, the annual rainfall is 1,191 millimetres and annual snowfall is 322 centimetres. During the summer months, the temperature can go from cool to hot with an average of 20 - 23 degrees Celsius. Even on the hottest day, it can be quite windy. It is important to dress appropriately for all seasons, but students should especially consider their clothing during the winter months since winter weather can be unforgiving.

Winter Weather

Winter weather means high wind chills, heavy snowfalls, blizzards, freezing rain and extremely cold temperatures. This can make it extremely difficult to get around outside. Winter in Newfoundland and Labrador can last for almost eight months. Snow can arrive in late October and usually sticks around until March or April. This can mean little sunshine which can impact mood. If you have concerns about this, or want to learn more, speak with an international student advisor at the ISA or contact the Counselling Centre, University Centre, Room 5000.

It is important to dress appropriately in the winter and to take care when traveling, whether it be by car or on foot.

Dress

- Dress warmly in layers
- Expose as little skin as possible in very cold weather
- Wear wool socks and waterproof boots to keep feet warm
- Keep your hands covered by wearing warm mittens or gloves
- Protect ears and forehead by wearing a warm winter hat
- Protect your neck by wearing a scarf or turtleneck sweater
- Layering your clothes will help to keep you warm since wearing layers of loose fitting clothing such as a fleece, will trap body heat
- When choosing a winter jacket, make sure it is
    - Waterproof or water resistant
    - Large enough that you can wear a sweater underneath
    - Has a high collar or hood
    - Is long, nearly knee length

Pedestrian Safety

Sidewalks often disappear in winter and pedestrians are may be forced to walk on the streets.

- Walk facing oncoming traffic and be prepared to climb up onto the snow bank if necessary.
- If walking in the evening or at night wear reflectors or lights so that you are visible to the drivers.
- Never assume that a driver will see you
- Be aware that roads can be covered in snow and ice and drivers will not be able to stop quickly

Food

Food commonly found in grocery stores in Canada will differ from the types of food you are used to. Some students will bring spices with them from home. But there are some specialty food stores where you will be able to find ethnic foods. See Food and Groceries on page 36.

Religious Communities

On pages 78-79 you will find a map that outlines the various places of worship in St. John's. For a complete list and more detailed information about these communities, refer to these web resources:

- Religion and Faith Community Profiles: www.arts.mun.ca/localreligions/
- Directory of Churches and Places of Worship: www.stjohnsanglicancathedral.org/directory.html

For a map of worship, see page 78-79.

The university's Chaplaincy may also be of help: http://www.mun.ca/chaplaincy/

The Classroom

The Canadian classroom may be more informal than the classroom environment you have been used to. While the atmosphere is casual, professors and students treat each other with respect.

♦ You are expected to arrive for class on time

♦ Raise your hand to make a comment

♦ Remain silent while others are speaking

♦ Refer to your professor as doctor, professor, Sir, or Ms. If the professor says it is acceptable, you may call the professor by his or her first name.

♦ Professors expect students to be active participants in class, so be prepared to voice your opinions during class discussion. Many professors will grade their students based on their level of class participation.

♦ In addition to familiarizing yourself with the Canadian classroom, you may also need some assistance in developing or improving your study skills in your second language. The Counselling Centre offers many workshops. The Writing Centre can help you review a paper before it is due. And if you are struggling in class, you should make an appointment to see your professor as they may have some suggestions for you. You can also visit the ISA.

University Regulations

All registered students at Memorial University must abide by the university regulations as outlined in the University Calendar, www.mun.ca/regoff/calendar. The University Calendar covers both academic and non-academic regulations. The details of these regulations are many and too elaborate to include here, however, as a new student it is important to be aware of the university's policy around plagiarism. Plagiarism means presenting another person's work as your own, and is considered an academic offence at Memorial. Information about plagiarism can be found on the Writing Centre's website, www.mun.ca/writingcentre, and is often addressed in course syllabi handed out at the start of the semester.

In addition to plagiarism, the Student Code of Conduct is also of note. The details of this policy can be found online at www.mun.ca/student/conduct.

Outside of these regulations and codes, Memorial has established policies and procedures that govern a multitude of disciplines and practices. For information about university policies, visit www.mun.ca/policy.

6.2 Adjusting to Canadian Culture

Moving to a new country means being introduced to a new set of customs and policies. Below we outline some important social practices in Canada that may differ from your home country, such as:

- Communication
- Cigarettes, alcohol and drugs
- Hygiene
- Forming relationships
- Dating and sex
- Sexuality
- Harassment
- Eating at restaurants

As you learn about our culture, it is important to keep your own standard of values. If religion or lifestyle prevents you from eating certain foods, or from drinking alcoholic beverages, you should not be embarrassed or feel obligated to explain that to your host or hostess.

Communication

Courtesy

Canadians use the words "please", "thank-you", and "excuse me" as a means of courtesy.

- "Please" if you are asking for something of another person.
- "Thank-you" to show your appreciation when someone has done something for you.
- "Excuse me" is used when you need to ask someone's help for something, when you walk across the path of another person, or you do or say something that may be offensive to some people.

Greetings

- Generally, you call your peers by their first name, and those older than you by Mr. or Ms., followed by their last name.
- If someone asks you to call them by their first name (even if they are older than you), it would be impolite not to do so.

Hygiene

Canadians place a large focus on cleanliness. It is common for both men and women to shower daily. It is also common for people to wear mild underarm deodorants. Many Canadians are offended by natural body odor, and do everything they can to avoid it – in themselves and others. However, perfumes and colognes that are very strong are also considered offensive. A small amount is acceptable. You should also be aware that some offices have a scent-free policy and you should respect these policies.

Visiting and calling people

Most Newfoundlanders have a casual type of hospitality. This means that from time to time people drop by someone's house for a visit. But before you show up on someone's doorstep, you should call to make sure it is okay to visit.

Eating at restaurants

When you go out to eat at a restaurant, after you finish your meal, it is customary to leave a tip or gratuity for your server. Tips are small amounts of money that are usually given to someone who works in a restaurant, bar, hotel, or salon when they have given you good service. Tips are usually 15 per cent of the total bill before sales tax.

Cigarettes, alcohol and other drugs

In Newfoundland and Labrador, alcohol and cigarettes are legal. However, other uncontrolled drugs and substances are illegal. While bonded alcohol and cigarettes are legal in Canada, they are regulated:

- You must be 19 years of age or older to purchase alcohol or cigarettes.
- It is illegal to smoke in any enclosed public space.
- If you are visiting someone at their house, ask permission before lighting a cigarette.
- Spirits can only be purchased at liquor stores during regular store hours, and beer can be purchased at convenience stores and gas stations from 12 p.m.—2 a.m.
- When purchasing alcohol or cigarettes, you must show ID to prove that you are of legal age.
- It is illegal to drink in a public place, such as a park or on the street.
- It is illegal to be drunk and disorderly in public.
- It is illegal to drive while under the influence of alcohol or drugs.

If you are caught by the police performing any of these illegal activities, you could be fined, put in jail, lose your driver's licence or even be deported.

If you do not want to drink alcohol, smoke or do drugs, you should never feel pressured to do so. If you do decide to engage in any of these activities, be responsible – don't exceed your limit and do not drink from a glass that has been left unattended. There are some odourless, colourless and tasteless drugs that can be dropped into your drink without your knowledge which can cause you to become vulnerable to robbery, assault and rape.

Forming relationships

When you meet a new person, it is customary in Canada to shake their hand and introduce yourself and say hello. Do not be afraid to smile or to laugh. In Canada, eye contact is essential to making new relationships work.

Dating and sex in Canada

If someone asks you out on a date, you have the right to politely decline, but if you do decide to date someone you should keep in mind the following things:

♦ Costs are usually shared on a date - which means that each person pays for their own way. If your date offers to "treat you", this means that they want to pay for the date. Just because your date pays for you it does not imply a promise of physical intimacy.

♦ Know your sexual limits and stick with them, and be sure to communicate with your date so they know where you stand.

♦ If you find yourself in a situation where you feel uncomfortable on a date, you always have the right to say "no." In Canada, the lack of restraint (that is, if you do not fight someone off) does not give your date consent - only "yes" means "yes". It's your choice how sexually active you want to be, and it's your date's responsibility to respect your choices - it's the law.

♦ Just in case you and your date have an argument or disagreement, and you find yourself wanting to get away from the dispute, be sure you have extra cash to take a taxi. That way, you do not have to be uncomfortable in any situation, nor depend on your date to drive you home.

If you choose to have sex with the person you are dating, remember to take the following precautions to prevent disease and/or pregnancy:

♦ You and your partner should have a discussion prior to being sexually intimate about sexually transmitted infections (STIs), HIV and AIDS.

♦ If either of you have had sex with other people, you should get checked by a doctor prior to having sex together to ensure that neither of you carry an STI , HIV or AIDS.

♦ You should use contraceptives such as condoms to reduce the risk of unplanned pregnancies and the spread of infections. These can be purchased at a drugstore.

Resources:

Planned Parenthood (NL Sexual Health Centre)
203 Merrymeeting Road
Tel: 579 1009, 1 877 666 9847
Email: info@nlsexualhealthcentre.org

√ Information about pregnancy, contraceptives, STIs
√ Free condoms
√ Health clinic (by appointment only)

Student Health Centre
University Centre, Room 4023
Tel: 864 7597

√ Health clinic
√ Information resource centre

Or visit www.sexualityandu.ca

Sexuality

People who are attracted to others of the same gender, or have a different gender identity than from their time of birth call themselves homosexual, lesbian, gay, bisexual or transgendered. In Canada, same sex marriage is legal.

Harassment

It is important to remember that in Canada, you must show respect for everyone, regardless of their sexual orientation, religious affiliations, physical or mental disabilities, age, race, ethnicity, political opinion, or gender. Harassing or discriminating against people on any of these bases is an offence under the Canadian Human Rights Act and the Newfoundland Human Rights Code. If you feel that you have been a victim of harassment, the ISA Office can help you. Please call 864 8895 or email isa@mun.ca to make an appointment. We will keep everything confidential. You may also directly contact the Sexual Harassment Office at 864 2015 or the Counselling Centre at 864 8874.

Newfoundland culture

The language of Newfoundland and Labrador

While you are in Newfoundland, you may encounter someone who has a Newfoundland accent that you may have trouble understanding. Our Newfoundland dialect is part of what makes us proud of who we are and is a big part of our cultural heritage. There is no need to worry if you get lost in translation. To help you, here are some tips:

♦ Occasionally Newfoundlanders add the letter 's' to words in a non-standard place, and we use the word 'some' to express the amount of something, instead of 'very'. For example, someone may say "I likes that some lot" instead of "I like that very much".

♦ We also tend to end our sentences with prepositions, like the words 'to' and 'at'. The best example of this type of sentence would be "Stay where you're to, 'til I comes where you're at, b'y." This means "Stay where you are and I'll come meet you." The "b'y" is our way of saying 'friend' and is not meant to mean 'boy' or anything negative.

♦ Body Language: Newfoundlanders generally smile, laugh a lot and talk to people they have never met before. They might even wink at you – this is a friendly gesture and not meant to imply anything more than a greeting.

6.3 Understanding the Canadian Tax System

Sales tax (HST)

Sales tax in Newfoundland and Labrador is 13 per cent. That means when you buy most items 13 per cent of the price is added on. The Government of Canada provides a rebate to help with paying the tax: If you have a low or modest income, you are eligible to apply for a GST/HST credit to receive some money back on the goods and services tax you pay. The credit is approximately $250 per year. You must be 19 years of age to be eligible. To apply, you must request the credit when you submit your income tax return.

Income tax

In Canada, tax is paid on income, including working income and interest income. Your employer may deduct income tax each time you are paid. Each year in March/April, residents of Canada will submit an income tax return to report income made and income tax that has been deducted. This is to determine tax amounts owing or due for refund and to calculate your GST/HST rebate.

For students, tuition amounts are deducted from income amounts before taxes are calculated. Keep all tax documents from your employer, from Memorial University and from the Canada Revenue Agency. You will need these in March/April. Ensure that these organizations always have your current address so that you receive these important documents.

The ISA Office has online instructions to assist you in completing your income tax return. We also arrange information sessions to help you complete and submit your tax return. Information about these sessions will be communicated to you via the international student listserv and posted on our website. If you are not receiving these messages, email isa@mun.ca to request to be added to the listserv.

Why should I do my taxes?

- You must complete an income tax return to be considered for the GST/HST credit, a quarterly payment to offset sales tax cost. You are not required to keep sales receipts to apply for this credit.
- Most international students will qualify to be Canadian residents for tax purposes. If you have an apartment, a bank account, a bus pass, etc., it shows that you have residential ties to St. John's. As a resident of Canada for part or all of a tax year (Jan. 1 to Dec. 31), you must file an income tax return if you owe tax; or if you want to receive a refund because you paid too much income tax in a tax year. Scholarships are not taxed. Generally, students do not pay income tax. Income tax that was deducted from your pay cheques will likely be returned.
- You will begin accumulating tuition credits. This may not help you now, but if you remain in Canada after graduation, these tuition credits will significantly reduce the

amount of income tax you have to pay when you start working. If you had taxes deducted from your pay cheque last year, it will likely be refunded to you.

- If you have children (and once you have been a resident of Canada for 18 months) you will be registered for the Child Tax Benefit. This is a monthly payment from the Government of Canada for the support of your children, and again requires annual completion of the income tax return for both you and your spouse. For more information, visit www.cra-arc.gc.ca/bnfts/cctb/fq_qlfyng-eng.html

6.4 Useful Words

Useful Abbreviations on Campus

- **CDEL**: Career Development and Experiential Learning
- **CEP**: Campus Enforcement and Patrol
- **D2L**: Desire 2 Learn
- **GSU**: Graduate Student Union (graduate students)
- **IC**: International Centre
- **IIC**: Bruneau Centre for Innovation and Research
- **ISA** : International Student Advising Office
- **ISC**: International Student Resource Centre (a student-run group/resource on campus)
- **MUN**: Memorial University of Newfoundland
- **MUNSU**: Memorial University of Newfoundland Students' Union (undergraduate)
- **QEII**: Queen Elizabeth II Library
- **SGS**: School of Graduate Studies
- **TAUMUN**: Teaching Assistant's Union of Memorial University of Newfoundland
- **UC**: University Centre

Useful Daily Words in Newfoundland

- **Aboriginal people:** the descendants of the original inhabitants of North America. The Canadian Constitution recognizes three groups of Aboriginal people — Indians, Métis and Inuit. These are three separate peoples with unique heritages, languages, cultural practices and spiritual beliefs.
- **Bachelor apartment**: a one-room apartment referred to as a "studio" in the States.
- **Buck**: refers to the Canadian one-dollar coin
- **Carnation (milk)**: Carnation is a brand of food products. The brand was especially known for its evaporated milk.
- **Cod au gratin**: One of Newfoundland's classic recipes that we still consume today. Back in the day, the original recipe consisted of: cod, butter, flour, milk, onion, bread-crumbs and salt & pepper to taste, the dish was garnished with bread-crumbs and baked.
- **Condo**: also called condominium, is the form of housing tenure and other real property where a specified part of a piece of real estate (usually of an apartment house) is individually owned.
- **Corned beef**: salted, canned beef
- **Crooked**: cranky, grouchy, or not in a good mood (it does not mean that someone is dishonest)
- **Dime**: 10 cents
- **Double-double**: the term for a Tim Horton's coffee with two creams and two sugars.
- **Dough boys**: also called dough balls, dumplings or duffs, is a mixture of flour, water, salt and baking powder that are formed into a ball and has been most commonly cooked in pea soup.

- **Figgy buns**: tea buns with raisins in them.
- **Flipper pie**: a traditional Eastern Canadian meat pie made from young harp seal flippers.
- **George Street**: a small street located in St. John's, Newfoundland and Labrador, that is known for its many bars and pubs.
- **Gravy**: a sauce, made often from the juices that run naturally during cooking and often thickened with wheat flour or cornstarch for added texture.
- **Hash brown**: (or hashed browns): a simple preparation in which potato pieces are pan-fried after being shredded, julienned, diced, or riced.
- **Jam Jams**: a popular brand of cookies made by Purity and often eaten with tea and Milk
- **Jiggs Dinner**: a traditional meal commonly prepared and eaten on Sundays in many regions around the province of Newfoundland and Labrador. consists of salt beef (or salt riblets), boiled together with potatoes, carrot, cabbage, turnip, and turnip greens, peas pudding, etc.
- **Liquor store**: a special reference to a government liquor store, as privately owned liquor stores are uncommon or illegal in Eastern Canada. a retail shop sells prepackaged alcoholic beverages — typically in bottles — intended to be consumed off the store's premises.
- **Loonie**: the Canadian one dollar coin.
- **Molasses**: a product made from the juice extracted from mature sugar cane. It is then clarified and evaporated to the consistency of syrup, possessing a rich colour and a sweet-tart taste.
- **Newfoundland Screech**: a brand of rum from Newfoundland
- **Pease pudding**: a British term for a savory pudding dish made of boiled legumes,[1] which mainly consists of split yellow or Carlin peas, water, salt, and spices, often cooked with a bacon or ham joint.
- **Pop**: another term for soft drink.
- **Rhubarb**: a species of plant. It can be used to make Rhubarb jam or desserts.
- **Screech in**: an optional ceremony performed on non-Newfoundlanders (known to Newfoundlanders as a "come from away" or "mainlander") involving a shot of screech, a short recitation and the kissing of a cod. It is often performed either in homes or more commonly in town pubs, such as George Street, St. John's.
- **Scoff**: a large dinner or feast
- **Scrunchions**: fried salt pork fat, usually used in pan-fried cod or cod's tongues.
- **Scuff**: a dance
- **Scuff and Scoff**: a dinner and dance
- **Spuds**: another name for a potato
- **Tater**: deep fried potato wedges.
- **Tetley**: a British beverage manufacturer and the world's second largest manufacturer and distributor of tea.
- **Tim bits**: a brand name of doughnut holes made by Tim Hortons that has become a generic term.

- **Tim Hortons:** also called Tim's, a Canadian multinational fast known for its coffee and doughnuts.
- **Toonie**: The Canadian two dollar coin.
- **Touton**: a type of traditional pancake commonly made in Newfoundland, produced by frying bread dough on a pan with butter or pork fat served with dark molasses or corn syrup. It is traditionally made from leftover bread dough.
- **Townie**: someone from St. John's
- **Turr**: a seabird that (part of the Auk family) which is a popular meal in Newfoundland. In Britain these birds are known as guillemots.
- **Turnip greens**: refers to the leaves of turnips. Turnip greens are a common side dish.

More useful words and phrases can be found here: http://encounternewfoundland.com/newfinese-101-words-and-phrases-youre-likely-to-hear-on-the-rock/

Popular Newfoundland Sayings

- **Yes b'y**: confirmation of what a person just said or of a situation; expression of awe or disbelief. Also commonly used sarcastically to mean "yeah right".
- **"Have at it" "fill your boots" or "go-to-town" :** go for it
- **Gwan b'y**: "no really?" or "are you joking"
- **I dare say:** Yes, I think so
- **I dies at you**: I am laughing at you or you are really funny
- **Tuckered out**: I am tired
- **You're a character**: you have strong personality or characteristics that stand out, usually in a funny or silly way, usually a compliment or endearing. Another way is "You are something else".
- **My ducky/my love/my trout/ my treasure**: terms of endearment or greeting

More Newfoundland sayings can be found here: http://saltjunk.com/?page_id=13435

6.5 Canadian Holidays

September: The first Monday in September is Labour Day. This holiday marks economic and social achievements of workers in Canada and is a statutory holiday for all workers.

Oct. 12: Thanksgiving is a holiday for Canadians to spend time with friends and family. Many people eat a dinner of turkey to celebrate.

Oct. 31: While not a holiday, Halloween is a fun tradition. Many people, especially children, dress up in costumes on this day. Children go trick-or-treating in the evening, travelling from door-to-door in search of candy and other treats.

Nov. 11: Remembrance Day honours the sacrifices of Canadian soldiers in wartime. There are ceremonies to mark the occasion, and many people wear a red poppy on their clothes in remembrance of soldiers who have died.

Dec. 25: Christmas is the largest Christian holiday of the year, and is celebrated by most Newfoundlanders. Common events include singing songs, spending time with friends and family and exchanging gifts.

Dec. 31: New Year's Eve is the last day of the year. Many people attend New Year's Eve parties in celebration of the New Year at midnight.

Feb. 14: Valentine's Day is a day when people tell each other how much they care. Pink and red hearts and lots of chocolate are common.

March 17: St. Patrick's Day is an Irish tradition that has been carried on by Newfoundlanders of Irish descent. Many people wear green to celebrate their Irish heritage.

March 28: Easter is another important Christian holiday. Colorful painted Easter eggs and chocolate treats are common gifts at this time.

May 23: Victoria Day weekend (or May 24 weekend) is in memory of Queen Victoria, who ruled Britain for much of the 19th century. Because it is at the beginning of summer, many people in Newfoundland like to go camping or do other outdoor activities on this weekend.

July 1: Canada Day is the anniversary of the founding of Canada, and is celebrated all over the country with ceremonies, parties and fireworks. In NL, this day is also known as Memorial Day and commemorates the date of the Battle of Beaumont Hamel in First World War, where the Royal Newfoundland Regiment sustained heavy losses.

August: Regatta Day is usually the first Wednesday in August (weather-permitting*). On this holiday, people from St. John's and area gather at Quidi Vidi Lake to watch the rowing races and play games at the fair along the lake shore.
* *May be postponed to a later date because of weather. Listen to your radio for an early morning announcement.*

6.6 Important Academic and Semester Dates

Fall Semester 2015-2016	
Sept. 8-9	Orientation for new undergraduate students
Sept. 9	Lectures begin, fall semester Deadline for fees payment, fall semester
Sept. 23	End of regular registration period and last day for undergraduate and graduate students to add courses, fall semester. Last day for undergraduate students to drop courses and receive a 100 per cent refund of tuition fees, fall semester.
Sept. 30	Last day for undergraduate students to drop courses and receive a 50 per cent refund of tuition fees, fall semester. Final date for graduate students to withdraw from programs without incurring liability for tuition fees, fall semester.
Oct. 7	Last day for undergraduate students to drop courses and receive a 25 per cent refund of tuition fees, fall semester. No tuition fees are refunded for courses dropped after this date.
Oct. 12	Thanksgiving Day. No lectures. Fall semester break begins.
Oct. 14	Lectures resume at St. John's and Grenfell Campuses
Oct. 15	Lectures will follow the Tuesday schedule on this day only
Oct. 28	Last day for undergraduate students and graduate students to drop courses without academic prejudice, fall semester
Nov. 11	Remembrance Day. No lectures
Dec. 4	Lectures end
Dec. 9	Examinations begin, fall semester
Dec. 18	Examinations end, fall semester

Winter Semester 2015-2016	
Jan. 6	Orientation for new students
Jan. 7	Lectures begin, winter semester Deadline for fees payment, winter semester
Jan. 21	End of regular registration period and last day for undergraduate and graduate students to add courses, winter semester. Last day for undergraduate students to drop courses and receive a 100 per cent refund of tuition fees.
Jan. 28	Last day for undergraduate students to drop courses and receive a 50 per cent refund of tuition fees, winter semester. Final date for graduate students to withdraw from programs without incurring liability for tuition fees, winter semester.
Feb. 4	Last day for undergraduate students to drop courses and receive a 25 per cent refund of tuition fees, winter semester. No tuition fees are refunded for courses dropped after this date.
Feb. 22	Winter semester break begins
Feb. 25	Lectures resume
Feb. 25	Final date for undergraduate and graduate students to drop courses without academic prejudice, winter semester.
March 25	Good Friday. No classes or examinations.
April 6	Lectures end, winter semester
April 11	Examinations begin, winter semester
April 20	Examinations end, winter semester

Spring Semester 2015-2016	
May 9	Lectures begin, intersession and 14-week spring semester Deadline for fees payment, spring semester (14-week courses, intersession and summer session)
May 16	Last day for undergraduate and graduate students to add courses, intersession Last day for undergraduate students to drop courses and receive a 100 per cent refund of tuition fees, intersession
May 23	Last day for undergraduate and graduate students to add courses, 14-week spring semester Last day for undergraduate students to drop courses and receive a 100 per cent refund of tuition fees, 14-week spring semester Last day for undergraduate students to drop courses and receive a 25 per cent refund of tuition fees, intersession. No tuition fees will be refunded for intersession courses dropped after this date.
May 30	Last day for undergraduate students to drop courses and receive a 50 per cent refund of tuition fees, 14-week spring semester Final date for graduate students to withdraw from programs without incurring any liability for tuition fees, 14-week spring semester
June 2	Final date for undergraduate and graduate students to drop courses without academic prejudice, intersession
June 6	Last day for undergraduate students to drop courses and receive a 25 per cent refund of tuition fees, 14-week spring semester. No tuition fees will be refunded for 14-week spring semester courses dropped after this date
June 17	Lectures end, intersession
June 22-22	Examinations, intersession
June 23	Semester break begins, 14-week spring semester

June 27	Lectures begin for Summer session Final date for undergraduate and graduate students to drop courses without academic prejudice, 14-week spring semester
July 1	Memorial Day/Canada Day- no lectures
July 4	End of regular registration period and last day for undergraduate and graduate students to add courses, Summer session. Last day for undergraduate students to drop courses and receive a 100 per cent refund of tuition fees, Summer session.
July 7	Last day for undergraduate students to drop courses and receive a 50 per cent refund of tuition fees, Summer session.
July 11	Last day for undergraduate students to drop courses and receive a 25 per cent refund of tuition fees, summer session. No tuition fees will be refunded for Summer session courses dropped after this date.
July 21	Final date for undergraduate and graduate students to drop courses without academic prejudice, Summer session.
Aug. 5	Lectures end, 14-week Spring semester
Aug. 6	Lectures end, Summer session Lectures will follow the Wednesday on this day only.
Aug. 8-13	Examinations, 14-week Spring semester and Summer session

7. A-Z Listing of University Services

Familiarize yourself with the below A-Z listing of university services by taking a campus tour. Tours will be organized during orientation, but we encourage you to visit each of the offices listed below by organizing your own walking tour. If the weather is not nice, you can even access many of these building using the MUNnel system (a system of underground and overhead tunnels connecting most building on campus). For a map of the campus, see page 72. For a map of the MUNnel system, see page 71.

Read this list carefully and take note of offices on campus where you can tick off these other items on your checklist:

√ **Write the English Placement Test (EPT) (if applicable)**
√ **Register for your courses**
√ **Get a MUN ID Card**
√ **Pay your fees**
√ **Buy your books**
√ **Email your family/get a computer account**

Academic Advising Centre
Science Building, Room 4053
Tel: 864 8801
Email: advice@mun.ca
Web: www.mun.ca/advice

√ **Help with course registration for undergraduate students**
√ Information on programs of study
√ MUNLive– ask questions online

Answers
University Centre Room, 3005
Tel: 864 7461
Email: answers@mun.ca
Web: www.mun.ca/answers

√ Locker rentals
√ Student loan distribution
√ Emergency student loan appointments
√ **MUN/Student ID card**
√ Student leadership

The Attic
Memorial University of Newfoundland Students' Union (MUNSU)
University Centre, 3rd floor
Tel: 864 7633
Web: www.munsu.ca
√ Used textbooks
√ **Metrobus passes**
√ Post office
√ Photocopying
√ Faxing
√ Printing and binding
√ Convenience store

Bookstore
University Centre, Room 2006
Tel: 864 7440
Email: bkstore@mun.ca
Web: www.bookstore.mun.ca
√ **Textbooks**
√ School supplies
√ Library of language learning tapes & CD-ROMs
√ Memorial University memorabilia
√ Greeting cards, gifts

Cashier's Office
Arts and Administration, Building Room 1023
Tel: 864 8226
√ **Pay your fees**
You can pay your fees through online banking, or in person at the Cashier's Office.

Centre for Career Development
University Centre, Room 4002
Tel: 864 2033
Email: cdel@mun.ca
Web: www.mun.ca/cdel
√ Jobs on and off campus
√ Help with résumés, *curriculum vitas*, cover letters and interview tips

Chaplaincy
University Centre, 5th floor
Tel: 864 2550
Web: www.mun.ca/chaplaincy
√ Religious resources
√ Spiritual guidance

Chemistry Help Centre
Chemistry/Physics Building, Room 2022
Tel: 864 8085
√ Help centre for students studying Chemistry 1010 and 1011

Chemistry Resource Room
Chemistry/Physics Building, Room 2012
√ Reference material and instructional assistance with first- and second-year chemistry courses

Computer Science Help Centre
Engineering Building, Room 2031C
√ Help centre for students studying 1000 and 2000 level laboratory courses and 2000, 3000 and 4000 level non-laboratory courses

Student Wellness and Counselling Centre
University Centre, Room 5000
Tel: 864 8874
Email: counselc@mun.ca
Web: www.mun.ca/counselling
√ Individual short-term therapy sessions
√ Group sessions on time management, test anxiety, study skills, etc.
√ The Wellness Centre is a division of the Counselling Centre designed to educate students on self-care and healthy lifestyles

Digital Language Centre
Science Building, Room 4022, 4030
Tel: 864 3008
Web: www.mun.ca/dlc
√ Support for second language learners and instructors

Economics Help Centre
Arts and Administration Building, Room 3095
√ Help centre for students studying Economics 2010 and 2020

Engineering One Help Centre
Engineering Building, Room 3076
√ Help centre for students studying Engineering 1010, 1020, 1030 and 1040

English as a Second Language (ESL)
Spencer Hall, Room 3015
Tel: 864 7681
Email: esl@mun.ca
Web: www.mun.ca/esl
√ **Help with registration for ESL students**
√ English as a Second Language instruction
√ English conversation partner program
√ **Administers the English Placement Test (EPT)**

French Help Centre
Science Building, Room 4035
√ Help centre for first and second year students studying French

German and Russian Help Centre
Science Building, Room 3062
√ Help centre for students enrolled in German and Russian courses

Glenn Roy Blundon Centre
University Centre, Room 4007
Tel: 864 2156
Email: rnorth@mun.ca
Web: www.mun.ca/blundon
√ Programs and services for students with disabilities

Graduate Student Union (GSU)
Feild Hall, Room 2007
Tel: 864 4395
Email: gsu@mun.ca
Web: www.gsumun.ca
√ Health Plan for graduate students with MCP and Dental Plan for graduate students
√ Bitters Restaurant
√ Residence for graduate students
√ Events and advocacy for graduate students

Student Residences
Hatcher House, Room 313
Tel: 864 7590
Email: housing@mun.ca
Web: www.mun.ca/hfcs
√ On-campus accommodations
√ Off-campus housing assistance
√ On-campus food services (meal plans for on and off campus students)
√ On-campus temporary summer accommodations

Library
Queen Elizabeth II Library (QE II)
Tel: 864 7425
Web: www.library.mun.ca
√ **Get a computer account**
√ Set up on-campus wireless internet
√ Commons computer stations
√ Large collection of research and leisure books

Mathematics Help Centre
Mathematics Building, Room 3095
√ Help centre for students studying Mathematics 1000, 1050, 1051 and 1090

Mathematics Learning Centre
Coughlan College, Room 1000
√ Math Skills Program for students with weak background in Mathematics

Memorial University Student Union (MUNSU)
University Centre, Room 2000
Tel: 864 7633
Email: munsu@mun.ca
Web: www.munsu.ca
√ List of student clubs and societies
√ Health and dental insurance for undergraduate students with MCP
√ Events and advocacy for undergraduate students

Physics Help Centre
Chemistry/Physics, Building Room 3071
√ Help centre for first year Physics students

Registrar's Office
Arts and Administration Building, Room 2003
Tel: 864 8260
Email: administration@mun.ca
√ Transcripts
√ Enrolment verification letters for undergraduate students
√ Course listings for undergraduate programs
√ Assistance with Memorial Self-Service
√ Transfer credits
√ Course audits

Scholarships and Awards Office
University Centre, Room 4018
Tel: 864 3956
Email: scholarships@mun.ca
Web: www.mun.ca/scholarships
√ Information on scholarships
√ Emergency student loans

School of Graduate Studies
Bruneau Centre for Research and Innovation, Room 2012
Tel: 864 2445
Email: sgs@mun.ca
Web: www.mun.ca/sgs
√ **Help with registration for graduate students**
√ Letters of enrolment for graduate students
√ Payroll deduction forms for graduate students

Student Health
University Centre, Room 4023
Tel: 864 7597
Web: www.mun.ca/health
√ Health clinic
√ Resource centre for health-related inquiries
√ Walk-In hours available

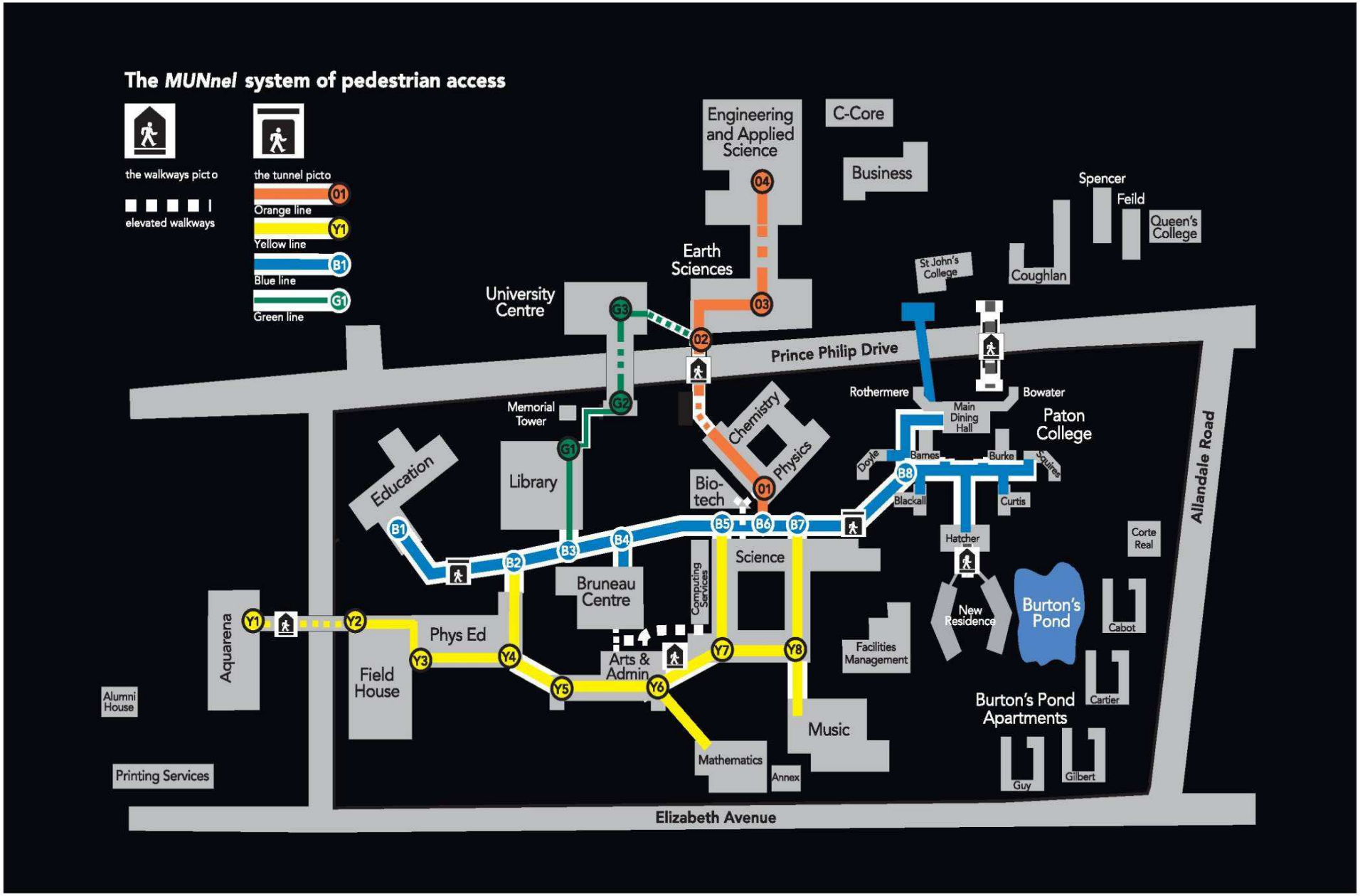
Student Volunteer Bureau
University Centre, Room 3011
Tel: 864 4301
Email: svb@mun.ca
Web: www.mun.ca/cdel/volunteer
√ Information about on- and off-campus volunteer opportunities

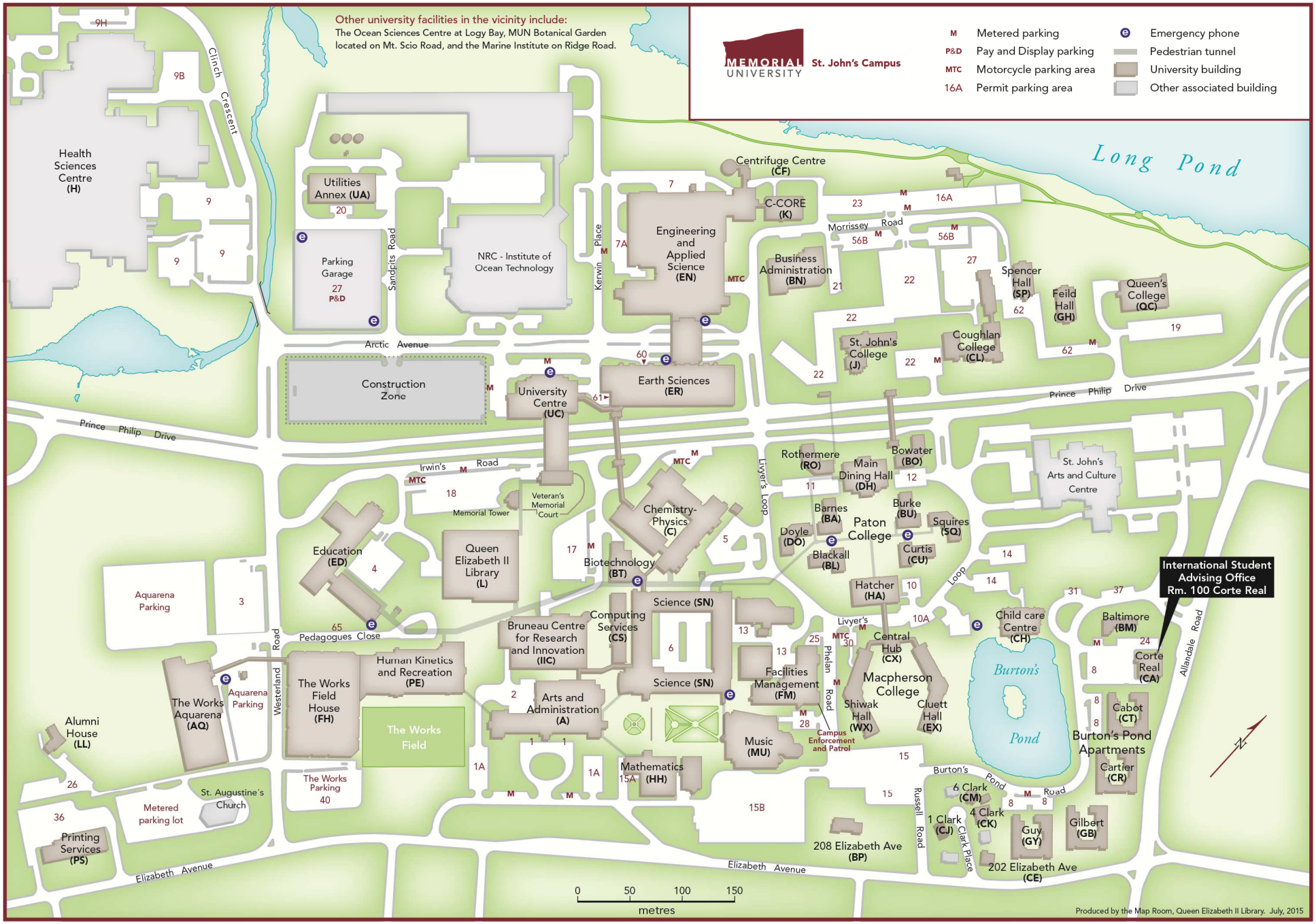
Teaching Assistants' Union of Memorial University (TAUMUN)
Earth Science Building, Room 4053
Tel: 864 6164
Email: info@taumun.ca
Web: www.taumun.ca
√ Labour union for graduate assistants, graduate research assistants and graduate teaching assistants

Merit Travel
University Centre, 3rd floor
Tel: 737 7926
Web: http://www.merittravel.com
√ Tour, flight, bus and hotel booking
√ International Student Identity Card (ISIC)

The Writing Centre
Science Building, Room 2053, QEII Library Commons
Tel: 864 3168
Email: writing@mun.ca
√ Help with writing essays, research papers, etc.

The Works
Field House and Aquarena
Tel: 864 3798
Email: aquarena@mun.ca
Web: www.theworksonline.ca
√ On-campus recreation facilities

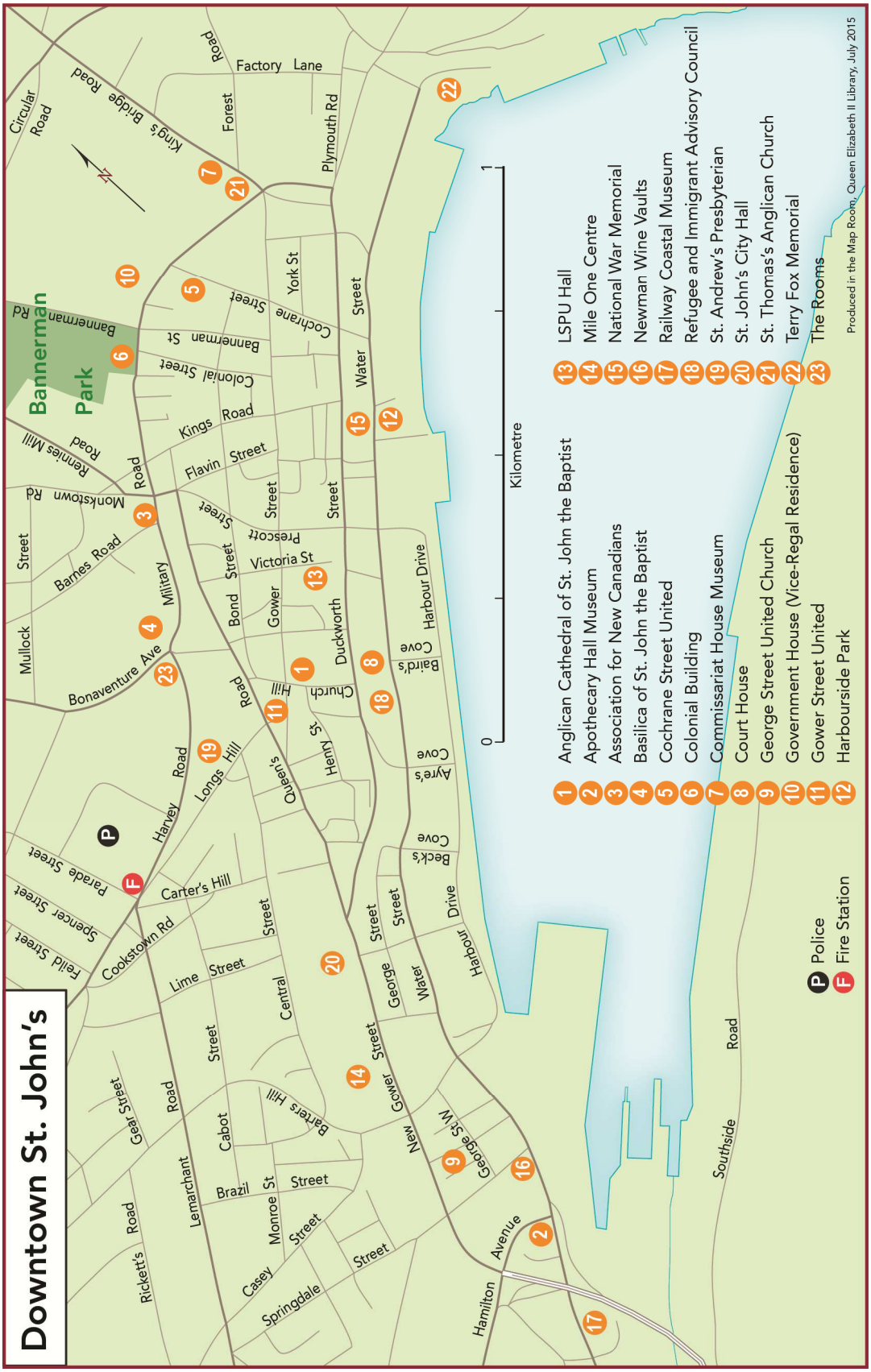

The MUNnel system of pedestrian access
the walkways picto
elevated walkways
the tunnel picto
Orange line
Yellow line
Blue line
Green line
Engineering and Applied Science
C-Core
Business
Spencer
Feild
Queen's College
Earth Sciences
St John's College
Coughlan
University Centre
Prince Philip Drive
Memorial Tower
Chemistry
Physics
Rothermere
Bowater
Main Dining Hall
Paton College
Education
Library
Bio-tech
Doyle
Barnes
Burke
Squires
Blackall
Curtis
Allandale Road
Hatcher
Corte Real
Science
Bruneau Centre
Computing Services
New Residence
Burton's Pond
Cabot
Aquarena
Phys Ed
Field House
Arts & Admin
Facilities Management
Alumni House
Burton's Pond Apartments
Cartier
Music
Mathematics
Annex
Guy
Gilbert
Printing Services
Elizabeth Avenue

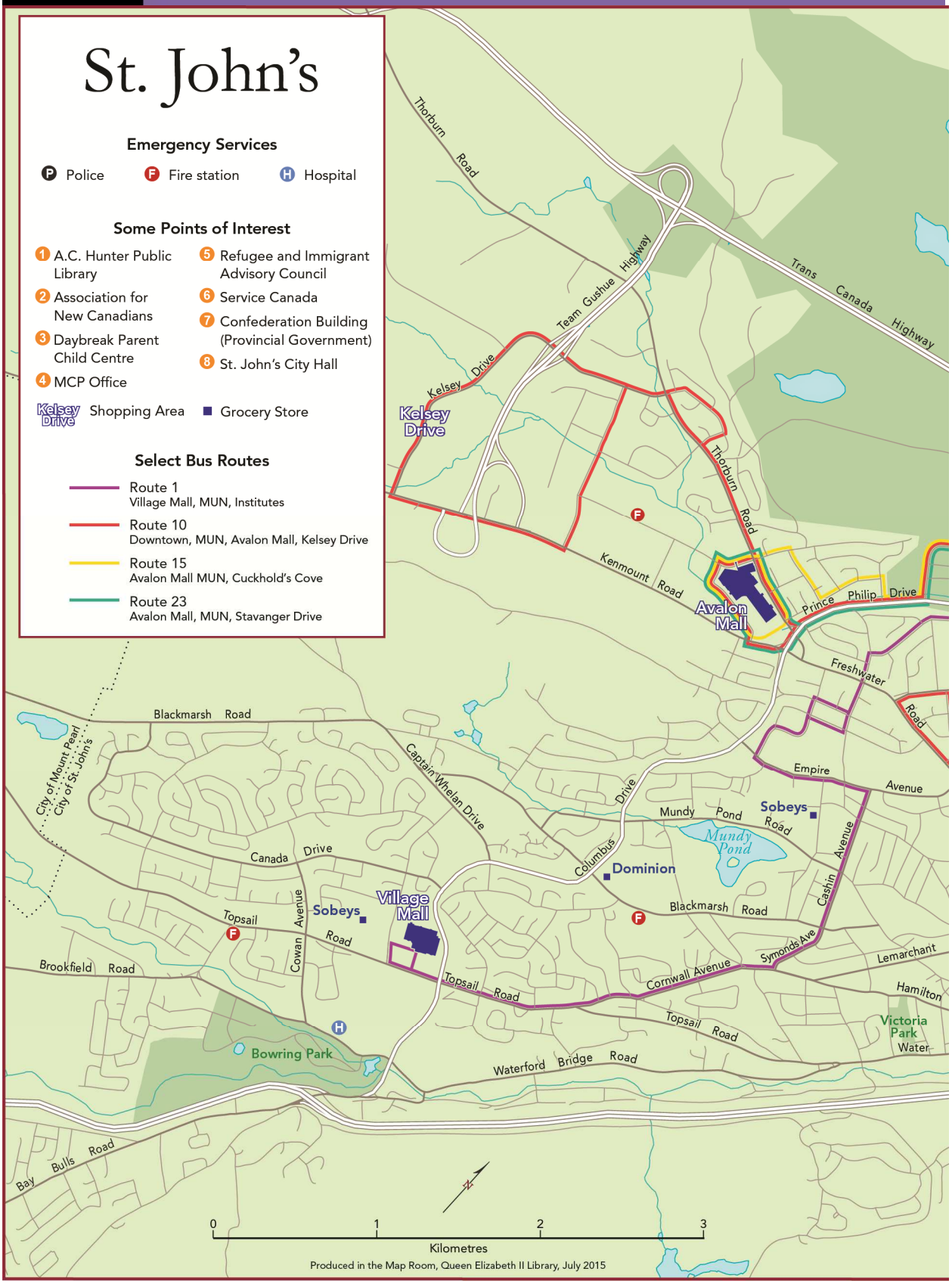

Other university facilities in the vicinity include:
The Ocean Sciences Centre at Logy Bay, MUN Botanical Garden located on Mt. Scio Road, and the Marine Institute on Ridge Road.
MEMORIAL UNIVERSITY
St. John's Campus
M Metered parking
P&D Pay and Display parking
MTC Motorcycle parking area
16A Permit parking area
Emergency phone
Pedestrian tunnel
University building
Other associated building
Long Pond
Health Sciences Centre (H)
Utilities Annex (UA)
Parking Garage
NRC - Institute of Ocean Technology
Engineering and Applied Science (EN)
Centrifuge Centre (CF)
C-CORE (K)
Business Administration (BN)
Spencer Hall (SP)
Feild Hall (GH)
Queen's College (QC)
St. John's College (J)
Coughlan College (CL)
Construction Zone
University Centre (UC)
Earth Sciences (ER)
Arctic Avenue
Prince Philip Drive
Irwin's Road
Memorial Tower
Veteran's Memorial Court
Chemistry-Physics (C)
Rothermere (RO)
Main Dining Hall (DH)
Bowater (BO)
St. John's Arts and Culture Centre
Barnes (BA)
Paton College
Burke (BU)
Squires (SQ)
Doyle (DO)
Blackall (BL)
Curtis (CU)
Hatcher (HA)
Education (ED)
Queen Elizabeth II Library (L)
Biotechnology (BT)
Aquarena Parking
Pedagogues Close
Bruneau Centre for Research and Innovation (IIC)
Computing Services (CS)
Science (SN)
Human Kinetics and Recreation (PE)
The Works Field House (FH)
The Works Aquarena (AQ)
Aquarena Parking
Westerland Road
Arts and Administration (A)
Facilities Management (FM)
Central Hub (CX)
Macpherson College
Shiwak Hall (WX)
Cluett Hall (EX)
Child care Centre (CH)
Baltimore (BM)
Corte Real (CA)
Cabot (CT)
Burton's Pond Apartments
Cartier (CR)
Burton's Pond
International Student Advising Office Rm. 100 Corte Real
Alumni House (LL)
The Works Field
Music (MU)
Campus Enforcement and Patrol
Mathematics (HH)
The Works Parking
St. Augustine's Church
Metered parking lot
Printing Services (PS)
208 Elizabeth Ave (BP)
202 Elizabeth Ave (CE)
6 Clark (CM)
4 Clark (CK)
1 Clark (CJ)
Guy (GY)
Gilbert (GB)
Elizabeth Avenue
Clinch Crescent
Sandpits Road
Kerwin Place
Morrissey Road
Livyer's Loop
Phelan Road
Russell Road
Clark Place
Allandale Road
0 50 100 150
metres
Produced by the Map Room, Queen Elizabeth II Library. July, 2015

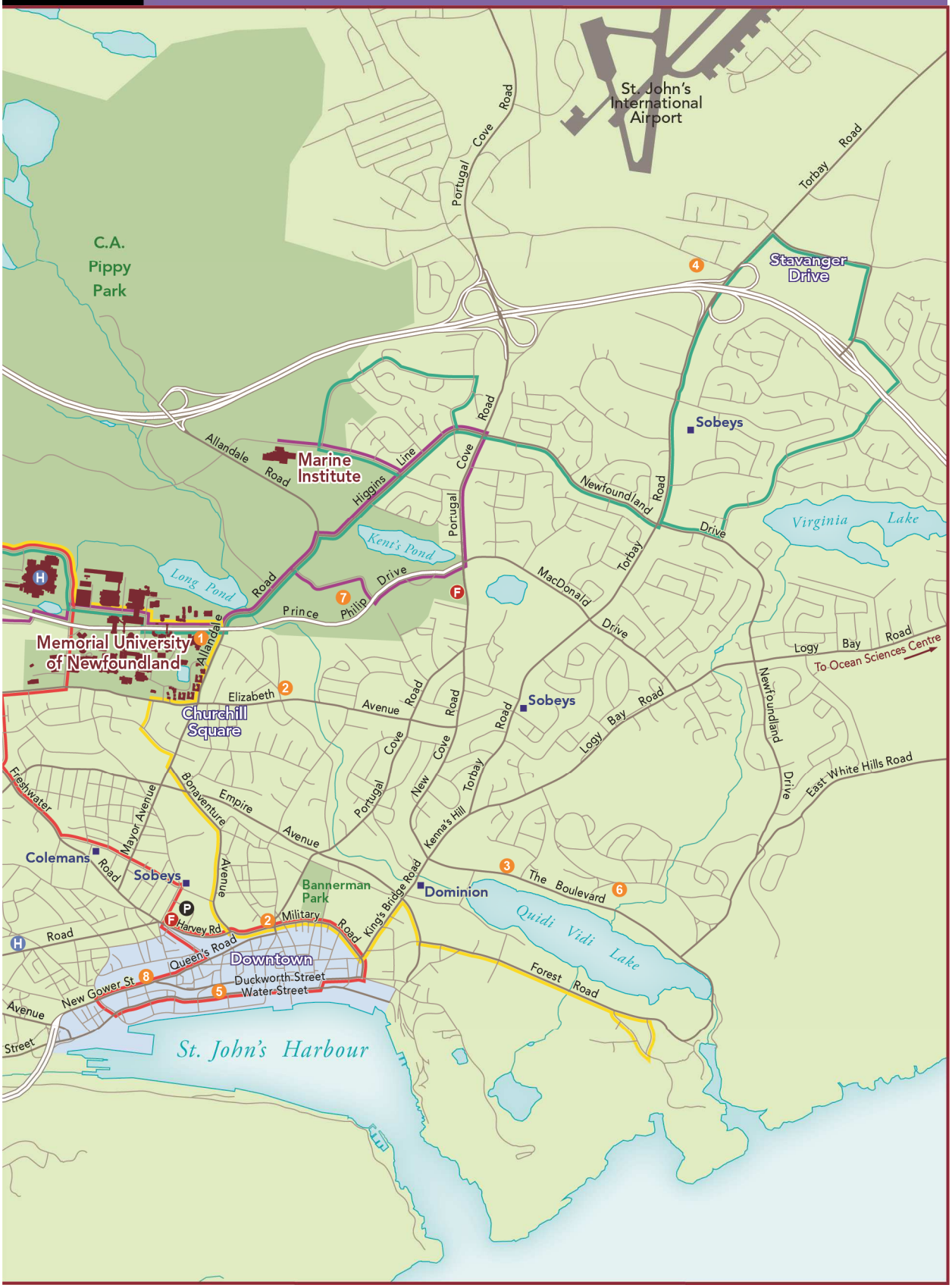
City Map

Below is a map that outlines St. John's and surrounding regions. On the following two pages, see a larger map of the City of St. John's.

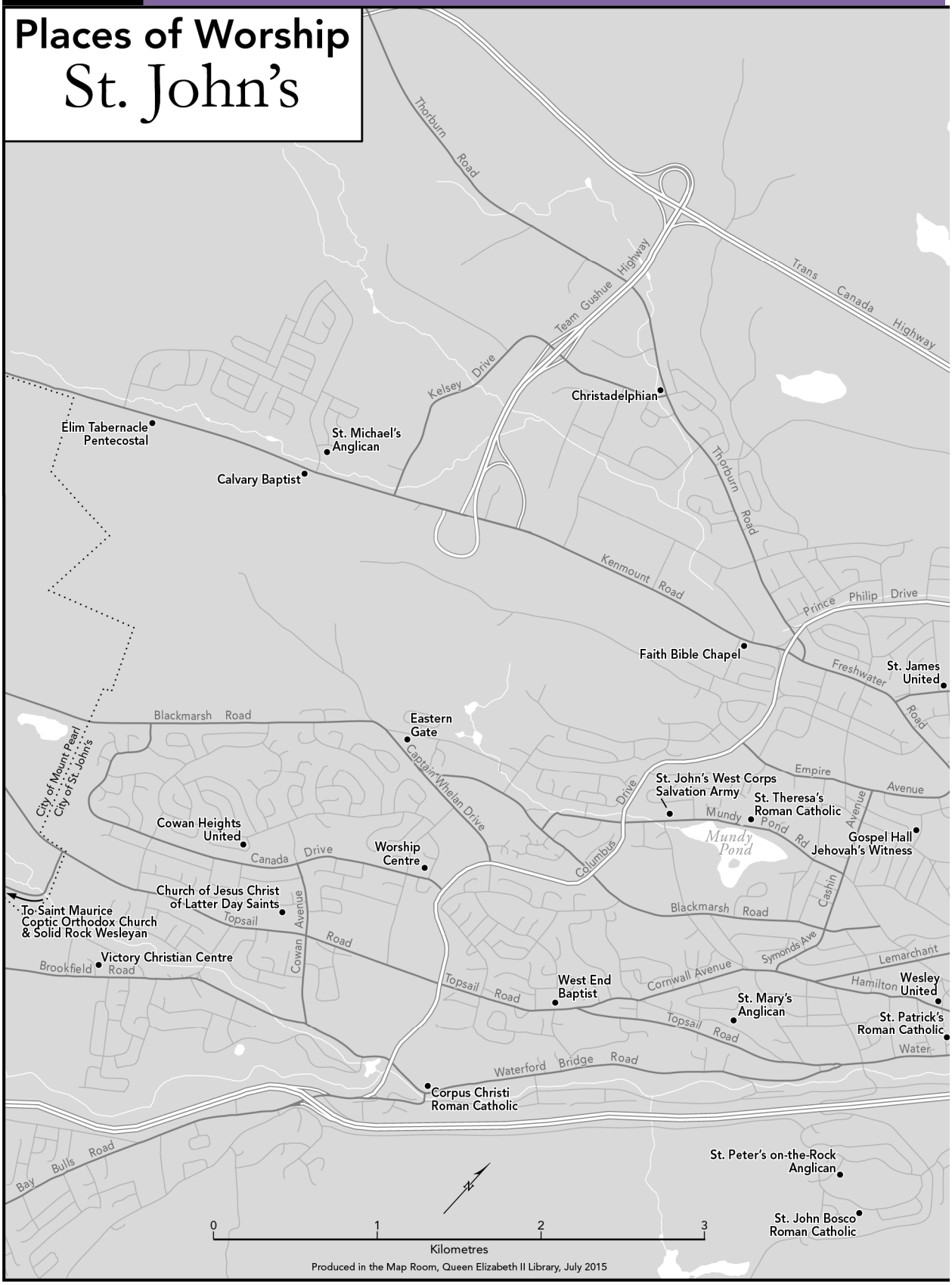
CITY MAPS

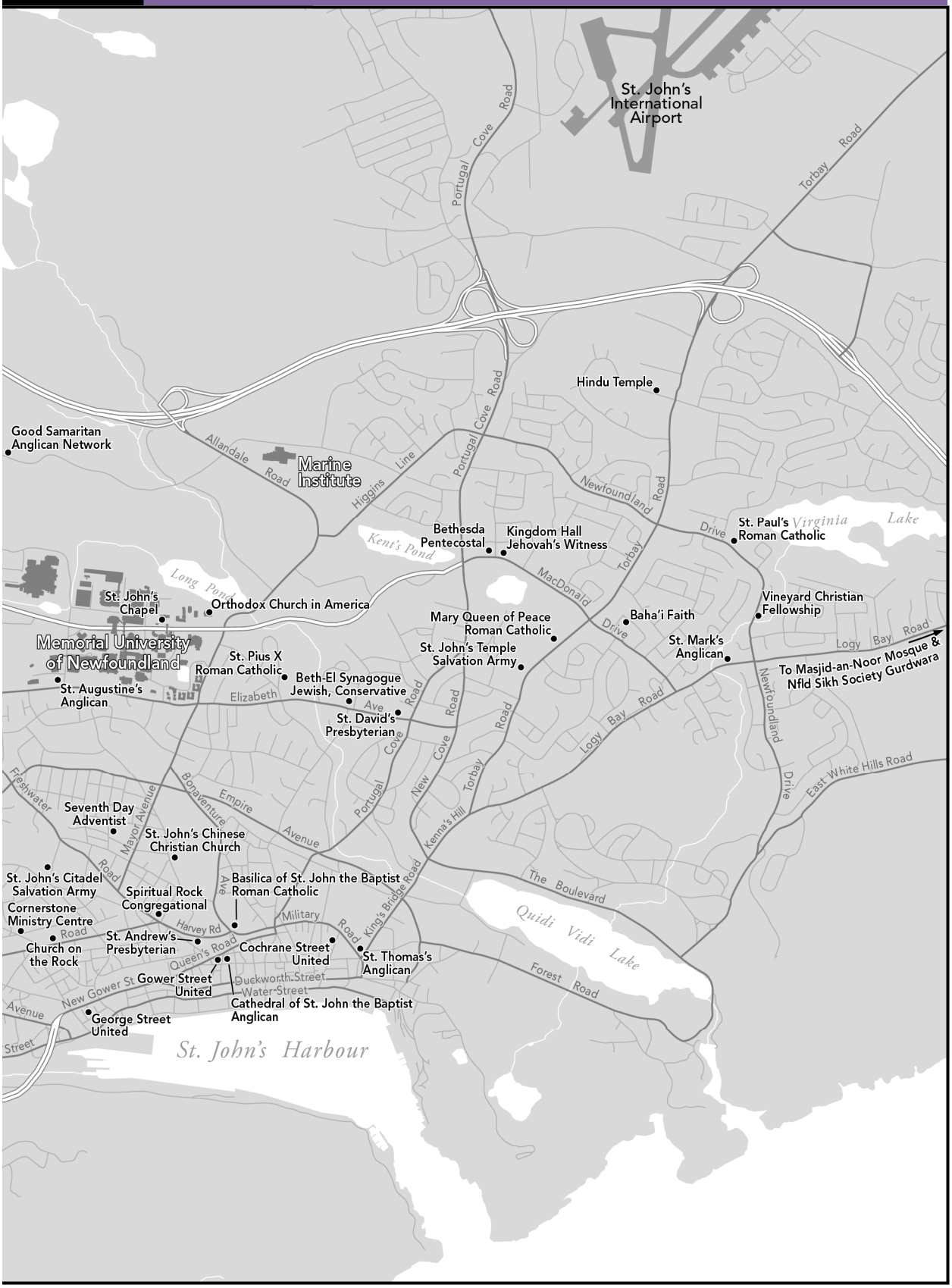

Downtown St. John's
Bannerman Park
Kilometre
0
1
1 Anglican Cathedral of St. John the Baptist
2 Apothecary Hall Museum
3 Association for New Canadians
4 Basilica of St. John the Baptist
5 Cochrane Street United
6 Colonial Building
7 Commissariat House Museum
8 Court House
9 George Street United Church
10 Government House (Vice-Regal Residence)
11 Gower Street United
12 Harbourside Park
13 LSPU Hall
14 Mile One Centre
15 National War Memorial
16 Newman Wine Vaults
17 Railway Coastal Museum
18 Refugee and Immigrant Advisory Council
19 St. Andrew's Presbyterian
20 St. John's City Hall
21 St. Thomas's Anglican Church
22 Terry Fox Memorial
23 The Rooms
P Police
F Fire Station
Produced in the Map Room, Queen Elizabeth II Library, July 2015


St. John's
Emergency Services
Police
Fire station
Hospital
Some Points of Interest
1 A.C. Hunter Public Library
2 Association for New Canadians
3 Daybreak Parent Child Centre
4 MCP Office
5 Refugee and Immigrant Advisory Council
6 Service Canada
7 Confederation Building (Provincial Government)
8 St. John's City Hall
Kelsey Drive Shopping Area
Grocery Store
Select Bus Routes
Route 1
Village Mall, MUN, Institutes
Route 10
Downtown, MUN, Avalon Mall, Kelsey Drive
Route 15
Avalon Mall MUN, Cuckhold's Cove
Route 23
Avalon Mall, MUN, Stavanger Drive
Thorburn Road
Trans Canada Highway
Team Gushue Highway
Kelsey Drive
Kelsey Drive
Thorburn Road
Kenmount Road
Avalon Mall
Prince Philip Drive
Freshwater Road
Empire Avenue
Sobeys
Mundy Pond Road
Mundy Pond
Dominion
Columbus Drive
Cashin Avenue
Blackmarsh Road
Blackmarsh Road
Captain Whelan Drive
City of Mount Pearl
City of St. John's
Canada Drive
Sobeys
Village Mall
Topsail Road
Cowan Avenue
Brookfield Road
Topsail Road
Cornwall Avenue
Symonds Ave
Lemarchant
Hamilton
Topsail Road
Victoria Park
Water
Bowring Park
Waterford Bridge Road
Bay Bulls Road
N
0 1 2 3
Kilometres
Produced in the Map Room, Queen Elizabeth II Library, July 2015


St. John's International Airport
C.A. Pippy Park
Stavanger Drive
Sobeys
Marine Institute
Kent's Pond
Long Pond
Virginia Lake
Memorial University of Newfoundland
Churchill Square
Colemans
Bannerman Park
Dominion
Downtown
Quidi Vidi Lake
St. John's Harbour
To Ocean Sciences Centre
Portugal Cove Road
Torbay Road
Allandale Road
Higgins Line
Newfoundland Drive
Prince Philip Drive
MacDonald Drive
Logy Bay Road
Elizabeth Avenue
Empire Avenue
Bonaventure Avenue
Mayor Avenue
Freshwater Road
Harvey Rd
Military Road
Queen's Road
Duckworth Street
Water Street
New Gower St
Kenna's Hill
King's Bridge Road
The Boulevard
Forest Road
East White Hills Road
Newfoundland Drive

Places of Worship
St. John's




St. John's International Airport
Portugal Cove Road
Torbay Road
Hindu Temple
Good Samaritan Anglican Network
Allandale Road
Marine Institute
Higgins Line
Portugal Cove Road
Newfoundland Road
Bethesda Pentecostal
Kingdom Hall Jehovah's Witness
Kent's Pond
Torbay Drive
St. Paul's Roman Catholic
Virginia Lake
Long Pond
MacDonald Drive
St. John's Chapel
Orthodox Church in America
Mary Queen of Peace Roman Catholic
Baha'i Faith
Vineyard Christian Fellowship
Memorial University of Newfoundland
St. John's Temple Salvation Army
St. Mark's Anglican
Logy Bay Road
To Masjid-an-Noor Mosque & Nfld Sikh Society Gurdwara
St. Pius X Roman Catholic
St. Augustine's Anglican
Elizabeth Ave
Beth-El Synagogue Jewish, Conservative
St. David's Presbyterian
New Cove Road
Torbay Road
Newfoundland Drive
East White Hills Road
Freshwater
Bonaventure Avenue
Empire Avenue
Mayor Avenue
Seventh Day Adventist
St. John's Chinese Christian Church
Portugal Cove Road
Kenna's Hill
St. John's Citadel Salvation Army
Spiritual Rock Congregational
Basilica of St. John the Baptist Roman Catholic
King's Bridge Road
The Boulevard
Cornerstone Ministry Centre
Military Road
Harvey Rd
Church on the Rock
St. Andrew's Presbyterian
Queen's Road
Cochrane Street United
St. Thomas's Anglican
Quidi Vidi Lake
Duckworth Street
Water Street
Gower Street United
New Gower St
Forest Road
Cathedral of St. John the Baptist Anglican
George Street United
St. John's Harbour

Professional Skills Development Program (PSDP)

The Professional Skills Development Program (PSDP) was developed to prepare international students for finding employment in the Canadian job market. Often times, there is a marked difference between what is expected in the international labour market and what is expected in the Canadian labour market. The aim of the PSDP is to bridge this gap and provide students with the tools to find fulfilling careers in their field of study.

The program has been running since 2012 and it is offered every semester. PSDP awards a certificate of completion to all participants who attend all of the lectures and complete all of the required tasks and assignments for the program. This certificate can be added to a personal portfolio and noted in one's own co-curricular record.

Program Outline
To obtain a certificate of completion students must complete all the components for the program with no exceptions. Eight lecture sessions must be attended and attendance is taken. There are also a number of assignment and other requirements, including volunteer and networking components that are part of the curriculum.

Sessions

- 1: Introduction
- 2: Skill Identification
- 3: Small Talk and Marketing Me
- 4: Resumes and Cover Letters
- 5: Job Search
- 6: Interview Skills
- 7: Intercultural Communication
- 8: Social media and the Job Search / Workplace Etiquette

Assignments and Requirements

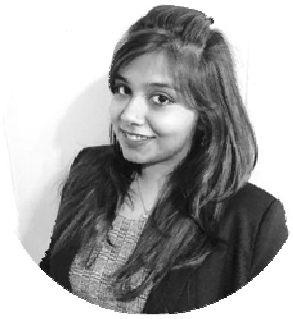
- Design and submit a resume and cover letter;
- Participate in a mock interview;
- Complete a volunteer placement; and
- Attend two CDEL approved networking events.

Figure 1- Volunteering at Make Midterm Matter

Figure 2- PSDP Networking Event

Benefits

- Provides support to the international students at Memorial and fosters new relationships between students, industry representatives and the local employer community.
- Provides valuable ways to build on skills and obtain professional experience.
- Prepares international students for professional employment in Newfoundland and Labrador and throughout Canada.
- Instills knowledge of Canadian job search knowledge and preparation to assist students throughout their academic study and after graduation.



"Since the PSDP program I have never failed to get a job or a volunteer position. It is one of the best programs I have done in Memorial and I would recommend all new students to gain this experience."

Jafrin Ahmed
3rd Year Undergraduate Business Student

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